

AUSTRALIAN SPACE INDUSTRY

Gilmour Space Launch Permit

- Protecting people and property, as well as our natural environment, is critical to the long-term sustainability of the space sector – it builds social license with the community and demonstrates success to our international partners.
- Ensuring the safety of space launches from Australia and encouraging entrepreneurialism is not an either-or proposition and is the core purpose of the *Space (Launches and Returns) Act 2018*.
- The Australian Space Agency’s Office of the Space Regulator must be satisfied that all requirements under the *Space (Launches and Returns) Act 2018* are met before making a recommendation to me, as the decision maker, to authorise a space launch.
- The Office of the Space Regulator continues to work closely with Gilmour Space on the application and assessment process for the Eris TestFlight 1. A decision on the matter is expected to be made in due course.

Katherine Bennell-Pegg Astronaut Graduation

- The Australian Government congratulates Katherine Bennell-Pegg on making history as the first qualified astronaut under the Australian flag.
- Katherine’s achievement will inspire a new generation, as we look to develop a more diverse STEM workforce in Australia.
- Katherine will return to her role at the Australian Space Agency with insights and expertise relating to space launch and returns, industry collaboration, and STEM workforce development.

Contact: s22, Director, Divisional Coordination, Australian Space Agency,
Cleared by: s22 Enrico Palermo, Head of Agency, Australian Space Agency,
s22

Min ID: QB24-000035
Division: Australian Space Agency
Created: 22 January 2024
s22

QB24-000035

- The Department of Industry, Science and Resources supported Katherine's training for these reasons.
- The training has cost \$AUD466,000 as of 31 March 2024, which has been absorbed as part of the Australian Space Agency's existing operating budget.

If asked, about establishing an Australian astronaut/human spaceflight program or funding a seat on a private mission.

- The Australian Space Agency does not currently have plans to establish an Australian human spaceflight program, nor are there any private astronaut missions under consideration.

Technology Safeguards Agreement (TSA)

- The treaty-level agreement was tabled in Parliament on 28 February 2024, with entry into force expected in mid-2024.
- The TSA is a US requirement for the launch and return of US space technology (rockets and satellites) in countries outside of the US, focused on the protection of US space technology.
- Australia has negotiated an agreement that strikes a balance between protecting sensitive US technology while unlocking new commercial opportunities for Australian companies to benefit from US spaceflight.
- The US holds the largest share of the global launch and satellite market. Without the TSA, access to this market would not exist. We could not launch US rockets from our spaceports, or US satellites on our rockets.
- The TSA retains Australia's ability to continue:
 - approving all launches from Australia.
 - developing launch capability and investing in the development of Australia's space sector.

Contact: s22, Director, Divisional Coordination, Australian Space Agency,
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Cleared by: Jarrod Powell, General Manager, National Space Capability, Technology &
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- working with other international partners on launch.
- accessing restricted launch site areas to fulfil the statutory functions of Australian officials.
- The TSA strengthens our long-standing space partnership with the US by enabling a responsible and reliable foundation for the US to access space from Australia.

Space Programs

- The Australian Government's Moon to Mars and International Space Investment Initiative grant programs are driving Australian innovation and supporting cutting-edge Australian science.
 - These programs enable Australian companies to enter global space supply chains and enhance our linkages with international partners, while supporting the continued growth of the Australian space sector.
- Outcomes of the Moon to Mars Supply Chain rounds 8, 9 and 10 were announced on 1 March 2024, funding 12 new projects to a total of \$9.015 million. Supply Chain Round 11 closes on 16 July.
- Outcomes of the International Space Investment India Initiative were announced on 30 April 2024, funding three collaborative space projects between Australia and India to a total of \$18 million, addressing shared challenges like climate change.

Advisory Board Status

- The work of the Australian Space Agency Advisory Board has been deferred while the Department of Industry, Science, and Resources reviews the Agency's governance arrangements.

The Advisory Board is not a decision-making body and has no governing legislation.

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CSIRO

GenCost report

- The final 2023-24 GenCost report was released by CSIRO and the Australian Energy Market Operator (AEMO) on 22 May 2024.
- The report demonstrates that renewable energy, backed by storage and transmission, remains the lowest cost new-build electricity technology.
- The report also demonstrates that nuclear power is higher cost than renewables, with large-scale nuclear requiring at least 15 years to develop due to the absence of a nuclear power pipeline in Australia and the added safety regulation required.
- I am aware of remarks regarding CSIRO and AEMO's GenCost consultation report earlier this year.
- I am also aware of CSIRO Chief Executive Doug Hilton's open letter in March 2024 defending this report and our national science agency.
- CSIRO is our national science agency, assisting Australia in meeting significant challenges for the last 100 years.
- CSIRO is trusted by the community, industry and government to provide independent scientific information, innovation and engagement for the benefit of the nation.
- To quote Doug Hilton's letter: "Maintaining trust requires scientists to act with integrity. Maintaining trust also requires our political leaders to resist the temptation to disparage science."

2024-25 Budget

- Announced in this year's Federal Budget, the government is providing \$1.9 million in 2024-25 for CSIRO to continue working in collaboration with the Department of Health and Aged Care, the Australian Digital Health Agency and HL7 Australia to develop standards using the Australian Fast Healthcare Interoperability Resources.
- I am aware the additional funding provided to CSIRO to address the impact of COVID-19 concludes in 2023-24. This funding was designed to address a temporary reduction in external revenue. CSIRO is well-placed to manage this transition effectively.

Questions about the budget measure regarding National AI Centre (NAIC) – refer to QB24-000055 – Artificial Intelligence (AI)

If asked: *Why is the government bringing the NAIC from CSIRO to DISR?*

- Moving the NAIC brings its expertise closer to the heart of government and alongside the safe and responsible AI work being progressed by the department. This will allow for greater alignment between government and industry as the AI landscape continues to evolve. It also allows NAIC to reflect industry insights more quickly in policy advice and to better support industry to adopt safe and responsible AI practices.
- CSIRO continues to be Australia's national science agency and its AI research program will not be impacted by this measure.
- The NAIC will continue to work closely with CSIRO, drawing upon its world-class AI capabilities to drive forward safe and responsible AI in Australia.

CSIRO Job Cuts

- I am aware of the media coverage regarding changes in CSIRO's staffing arrangements.
- Australia needs a strong, vibrant, and financially sustainable national science agency that maximises research investment to deliver the best possible impact to the nation.
- CSIRO has advised that its recent review of Enterprise Services has identified a need to streamline operations, address duplication, and the cost to support the delivery of research.
- I also understand that separate from Enterprise Services, CSIRO's research business units regularly review their strategy and capabilities.
- CSIRO has clarified that under the proposed changes to CSIRO's Human Health program, currently under consultation with staff, there is no plan to close three sites in Adelaide.
- CSIRO has assured me they are taking steps to ensure staff are appropriately informed, consulted and strongly supported through these change processes.

How is CSIRO's research assisting Australia to achieve our national priorities?

- As Australia's national science agency, CSIRO's research can help to support a Future Made in Australia.
- CSIRO collaborates with industry and SMEs to translate research into commercial outcomes, supporting a productive and innovative economy. This work will help build Australian industry capacity and align with the National Reconstruction Fund priorities.

Contact: s22 Manager, Science Agencies, s22
Cleared by: Natalie Weddell, General Manager Science Policy and Governance, s22

Min ID: QB24-000046
Division: Science
Created: 22 January 2024
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- CSIRO’s Innovate to Grow program works with SMEs and start-ups in the digital health and medical technology sectors – this directly aligns with the NRF Medical science priority.
- CSIRO is helping Australia become a renewable energy superpower and to achieve net zero. CSIRO is working with global research partners to provide solutions in the area of energy storage, transmission and network resilience.
 - Through its Smart Energy Mission, CSIRO will work to develop the next generation of integrated energy systems to support Australia’s energy transformation.
- CSIRO scientists have a history of supporting the health of Australia and protecting against threats to biosecurity and human health.
 - Research from CSIRO’s Catalysing Australia’s Biosecurity Mission, will continue to support the health and prosperity of our nation by protecting our environment and primary industries from biosecurity threats, and supporting innovation and evolution of our biosecurity system.
- I expect CSIRO will continue to prioritise solutions that benefit all Australians. I will work with CSIRO to help put our refreshed National Science and Research Priorities into practice and to support the Government’s continue commitment to promote Diversity in STEM.

Background

GenCost 2023-24

- GenCost is an annual collaboration between CSIRO and AEMO that examines the cost of building future electricity generation in Australia.
- The final GenCost report was released on 22 May. It found:
 - renewables, backed by storage and transmission, remains the lowest cost new build electricity technology.
 - nuclear power remains higher cost than renewables, with large-scale nuclear requiring at least 15 years to develop due to the absence of a nuclear power pipeline in Australian and the additional regulatory steps required.
 - capital costs have changed significantly for several technologies, including an 8 per cent decrease in the cost of large-scale solar photovoltaic compared to a year ago.

ARTIFICIAL INTELLIGENCE

Issue

The Government is taking action to ensure safe and responsible use of AI in Australia.

Key Talking Points

- Supporting the safe and responsible adoption of AI across the economy is fundamental to a Future Made in Australia.
- The 2024-25 Budget continues Government's workplan to deliver Australia's safe and responsible AI agenda. This builds upon our consultation through the *Safe and responsible AI in Australia* discussion paper and interim Government response released in January this year.
- Our consultations with the Australian public have made clear that while AI has immense potential to improve wellbeing, quality of life and grow our economy, the current regulatory framework does not sufficiently address known risks presented by AI systems, particularly in high-risk settings.
- This Budget the government is taking measures to ensure the design, development and deployment of AI in legitimate, but high-risk settings is safe and can be relied upon, while ensuring AI in low-risk settings can continue largely unimpeded.
- The Government has provided \$39.9 million over five years from 2023-24 for the development of policy and capability across Government to support the adoption and use of AI technology in a safe and responsible manner.
- Budget measures specific to my portfolio include:
 - The establishment of a permanent AI Advisory Body that will advance the role carried out by the temporary AI Expert Group, established earlier this year, providing advice on how to define high risk, what are appropriate testing, transparency and accountability

measures and the regulatory options to bring those into effect. The AI Advisory Body will include expertise from civil society, industry and academia.

- Repurposing \$21.6 million to bring the National AI Centre (NAIC) into the Department of Industry, Science and Resources. This supports the NAIC’s role as the Commonwealth’s flagship organisation for enabling industry engagement and driving new models of collaboration among Government, researchers, academics and industry on AI.
- Investing \$11.5 million over 2024-25 and 2025-26 to uplift the Department of Industry, Science and Resources to analyse industry capability and to lead to lead and coordinate the Australian Government’s safe and responsible AI agenda.
- The government’s focus on transparency, testing and accountability measures for AI in high-risk contexts is aligned with international approaches.
 - In November 2023, Australia alongside the EU and 27 other countries, signed the Bletchley Declaration. This Declaration affirmed that AI should be designed, developed, deployed and used in a manner that is safe, human-centric, trustworthy and responsible.
 - Around the world efforts are accelerating to mandate accountability, transparency, and safety testing for AI development. Jurisdictions are doing this through AI-specific laws (e.g. Canada and the EU), and expansion of existing laws (e.g. the US using the Defence Production Act).

If asked: how does this relate to other work across government?

- The Department of Industry, Science and Resources is co-leading, with the Digital Transformation Agency, the AI in Government Taskforce.
- Australia's plan to be a leader in the safe and responsible adoption of AI technologies builds on related work across all government portfolios to strengthen existing laws to address risks and harms from AI, including:
 - Implementing privacy reforms;
 - Strengthening eSafety Measures;
 - Implications of AI on copyright;
 - Introducing new laws to combat mis and disinformation;
 - Implementing the Robodebt Royal Commission Recommendations;
 - Implementing the Cyber Security Strategy; and
 - Developing the National AI Schools Task Force and framework for the use of generative AI in schools.

If asked: Governments are investing hundreds of millions, or billions, in uplifting AI capability around the world – what is Australia doing to uplift industry capability in AI?

- The investments in this Budget build on the \$17 million investment in the AI Adopt program in the 2023-24 Budget.
- The AI Adopt Program establishes four new centres giving Small to Medium Enterprises (SMEs) support and training to make more informed decisions about using AI to improve their business. They are:
 - Boab AI Adopt Centre, a consortium of industry and university partners delivering courses and one-on-one mentoring in AI, focussing on medical science, agriculture and renewables and low emissions tech.
 - Digital Transformation Australia, leveraging the Advanced Robotics Manufacturing (ARM) Hub to provide manufacturing SMEs a tangible pathway to understanding how AI can help their individual businesses.

Contact: s22, Manager Technology Strategic Policy, s22
Cleared by: Jessica Foote, General Manager Technology and Digital Division, s22

Min ID: QB24-000055
Division: Technology and Digital
Created: 22 January 2024
s22

- elevenM, guiding SMEs through design and implementation of AI solutions with a focus on workflow and governance solutions.
- Redgrid Internet of Energy Enterprises, Focussing on regional SMEs, particularly in agriculture, forestry and fisheries and renewable technologies
- \$34.5 million over five years continues for the Next Generation Artificial Intelligence and Emerging Technologies Graduates programs to build the skills pipeline.
- There are also a range of other initiatives the Government has put in place to support AI industries, including:
 - \$1 billion in the National Reconstruction Fund for enabling capabilities.
 - Support through the Industry Growth Program, which supports innovative small and medium-sized organisations, by providing commercialisation and growth advice.
- The R&D Tax Incentive is also a key mechanism to encourage industry investment in research and development. It offers tax reductions for companies doing eligible R&D activities, helping support innovation that brings economic and social benefits for all Australians. It supported \$478 million worth of projects in artificial intelligence, computer vision and machine learning in 2022-23.
- The Government is committed to seeing the benefits of AI and will continue to explore opportunities to invest and build AI capability in Australia.

QUANTUM

Issue

What is the Government doing to put Australia at the forefront of quantum technologies?

Key Talking Points

- Australia has been a global pioneer in quantum research for decades.
- We are committed to translating that advantage into a thriving quantum industry that boosts our economic competitiveness, helps solve our biggest national challenges and strengthens our sovereign capability.
- Quantum has the potential to drive step changes across industries, from finance to logistics, healthcare, pharmaceuticals, resources and defence. This will boost productivity and improve the lives of Australians.
- Conservative estimates from the CSIRO show that quantum technologies could generate nearly \$6 billion in revenue and over 19,000 jobs in Australia by 2045.
- The Government launched the National Quantum Strategy in May 2023. It outlines 13 actions the government will take to grow the Australian quantum ecosystem over seven years.
- Our vision is for Australia to be a global technology leader by 2030 and ensure that investment and leadership in quantum technologies contribute to a prosperous, fair and inclusive Australia.
- Since launching the strategy, our quantum sector has gone from strength to strength, with investments by both private and state-backed funds recognising Australia's significant breadth and strength of quantum talent.
 - Silicon Quantum Computing closed a \$50 million capital raise.

- Software startup Q-CTRL raised around \$75 million after IBM announced a breakthrough use of Q-CTRL's quantum computer infrastructure software for error suppression and performance management.
- Diraq closed off a capital raise, bringing total funding of its technology to US\$120 million.
- Nomad Atomics led a pre-Series A funding round, raising \$10 million in July 2023.
- Australia has strength in other quantum technologies, with Quintessence Labs providing quantum-based cryptographic solutions to 18 countries and QuantX Labs developing precision quantum sensors to enhance communication, navigation, surveillance and defence systems.
- Around the world, countries are accelerating investments in leading quantum technologies.
- In April 2024, the Government announced a funding package of approximately \$470 million, with matched investment from the Queensland Government, to support PsiQuantum, co-founded by Australian quantum leaders Professor Jeremy O'Brien and Professor Terry Rudolph, to build and operate its world-first utility-scale fault-tolerant quantum computer in Australia, and deliver a range of industry and research partnerships.
- This investment shows the Government is serious about delivering a world-leading quantum ecosystem and marks a partnership that will deliver hundreds of direct jobs and billions of dollars in direct investment in Australia.

- As part of this investment, PsiQuantum will:
 - Establish its Asia-Pacific headquarters in Brisbane, along with facilities to build and operate its first utility-scale fault tolerant quantum computer.
 - Deliver multiple generations of quantum computing capability and maintain the product site as a flagship global facility over an expected 20-year economic life.
 - Actively strengthen the local quantum industry by creating opportunities in manufacturing.
 - Build opportunities for partnerships and collaboration with local universities, research institutions and government.
 - Grow the domestic ecosystem, including through funding education programs and creating hundreds of new high-skilled jobs.
- The Australian Government provided \$60 million in the 2023-24 Budget to grow the quantum sector, including:
 - The \$40.2 million Critical Technologies Challenge Program (CTCP), which will drive greater awareness and uptake of quantum technologies in Australia by putting quantum technologies to work solving national challenges.
 - \$18.4 million awarded to the University of Sydney in April 2024 to establish a new national centre, ‘Quantum Australia’, to catalyse industry growth, support collaborative research and strengthen Australia’s position as a global quantum leader.
- We have also commenced work on a national audit of quantum infrastructure, monitoring quantum supply chains and a report on quantum workforce needs.

If asked: Why wasn't there a public Expression of Interest process or procurement to choose a company to deliver the quantum computer capability?

- The Government decided to test the market to assess capability and interest to deliver a commercial-scale fault tolerant quantum computer in Australia, ideally by 2030.
- Consistent with the obligations in the *Public Governance, Performance and Accountability Act 2013* (Cth) in relation to the proper use of public monies, my department undertook a targeted Expression of Interest (EOI) in August 2023 to evaluate alternative options and determine value for money.
- The approach was informed by the guidance and principles in the Commonwealth Investment Framework, along with expert technical and probity advice. It was carefully designed to not favour a particular technology type.
- Twenty-one companies were invited to respond to the EOI process—the department took a broad and inclusive approach, based on expert advice.
- The EOI was one of a range of inputs to the Government's decision to fund PsiQuantum, along with extensive commercial, legal and technical due diligence.

If asked: Questions relating to the commercial conditions of the PsiQuantum transaction

- Details of the transaction are commercial-in-confidence.
- Financing is being provided through EFA, which will disclose details in accordance with their normal reporting requirements and in a manner that respects the commercial confidentiality requirements of the company.

If asked: Questions relating to the movement of departmental staff

- Staffing decisions are a matter for the department.

Contact: s22 Manager (a/g) Quantum Policy, s22
Cleared by: Michele Graham, General Manager Quantum Branch, s22
s22

Min ID: QB24-000056
Division: Technology and Digital
Created: 22 January 2024
s22

Background

- The CTCP round one feasibility grants are expected to open in May 2024, with successful technology demonstrator projects commencing in late 2025.
 - Initial consultation for the CTCP took place in late August and early September 2023, with information sessions attended by 169 stakeholders.
- The Australian Centre for Quantum Growth (ACQG) grant to the University of Sydney was announced on 27 April 2024.
 - Applications for the ACQG grant opened 4 December 2023 and closed 24 January 2024.
 - Consultations for the ACQG took place in July 2023, attended by 119 stakeholders.
- In addition to the 2023-24 Budget measures, the Australian Government has funded a range of programs and initiatives that directly and indirectly support the growth of the quantum industry.
- CSIRO was awarded \$3.6 million over the four years from 2022-23, to fund up to 20 quantum PhDs as part of the Next Generation Quantum Graduates Program (NCQG).
 - University course provider applications closed 9 October 2023.
 - Successful universities have now commenced student recruitment activities.
- \$1 million National Quantum Collaboration Initiative funding was awarded to Sydney Quantum Academy (SQA) to help grow Australia's quantum industry capability through education and research.

QUANTUM

Issue

What is the Government doing to put Australia at the forefront of quantum technologies?

Key Talking Points

- Australia has been a global pioneer in quantum research for decades.
- We are committed to translating that advantage into a thriving quantum industry that boosts our economic competitiveness, helps solve our biggest national challenges and strengthens our sovereign capability.
- Quantum has the potential to drive step changes across industries, from finance to logistics, healthcare, pharmaceuticals, resources and defence. This will boost productivity and improve the lives of Australians.
- Conservative estimates from the CSIRO show that quantum technologies could generate nearly \$6 billion in revenue and over 19,000 jobs in Australia by 2045.
- The Government launched the National Quantum Strategy in May 2023. It outlines 13 actions the government will take to grow the Australian quantum ecosystem over seven years.
- Our vision is for Australia to be a global technology leader by 2030 and ensure that investment and leadership in quantum technologies contribute to a prosperous, fair and inclusive Australia.
- Since launching the strategy, our quantum sector has gone from strength to strength, with investments by both private and state-backed funds recognising Australia's significant breadth and strength of quantum talent.
 - Silicon Quantum Computing closed a \$50 million capital raise.

- Software startup Q-CTRL raised around \$75 million after IBM announced a breakthrough use of Q-CTRL's quantum computer infrastructure software for error suppression and performance management.
- Diraq closed off a capital raise, bringing total funding of its technology to US\$120 million.
- Nomad Atomics led a pre-Series A funding round, raising \$10 million in July 2023.
- Australia has strength in other quantum technologies, with Quintessence Labs providing quantum-based cryptographic solutions to 18 countries and QuantX Labs developing precision quantum sensors to enhance communication, navigation, surveillance and defence systems.
- Around the world, countries are accelerating investments in leading quantum technologies.
- In April 2024, the Government announced a \$466.4 million financing package of equity and loans provided by Export Finance Australia, with matched investment from the Queensland Government, to support PsiQuantum, co-founded by Australian quantum leaders Professor Jeremy O'Brien and Professor Terry Rudolph, to build and operate its world-first utility-scale fault-tolerant quantum computer in Australia, and deliver a range of industry and research partnerships.
- This investment shows the Government is serious about delivering a world-leading quantum ecosystem and marks a partnership that will deliver hundreds of direct jobs and billions of dollars in direct investment in Australia.

- As part of this investment, PsiQuantum will:
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 - Deliver multiple generations of quantum computing capability and maintain the product site as a flagship global facility over an expected 20-year economic life.
 - Actively strengthen the local quantum industry by creating opportunities in manufacturing.
 - Build opportunities for partnerships and collaboration with local universities, research institutions and government.
 - Grow the domestic ecosystem, including through funding education programs and creating hundreds of new high-skilled jobs.
- The Australian Government provided \$60 million in the 2023-24 Budget to grow the quantum sector, including:
 - The \$40.2 million Critical Technologies Challenge Program (CTCP), which will drive greater awareness and uptake of quantum technologies in Australia by putting quantum technologies to work solving national challenges.
 - \$19.8 million to catalyse industry growth, support collaborative research and strengthen Australia’s position as a global quantum leader under the Australian Centre for Quantum Growth program. The University of Sydney has been awarded \$18.4 million to establish Quantum Australia.
- We have also commenced work on a national audit of quantum infrastructure, monitoring quantum supply chains and a report on quantum workforce needs.

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If asked: Why wasn't there a public Expression of Interest process or procurement to choose a company to deliver the quantum computer capability?

- The Government ran an Expression of Interest (EOI) process in August 2023 to understand the capability and interest in delivering a commercial-scale fault tolerant quantum computer in Australia by 2030, and delivering a range of related benefits to strengthen Australia's quantum sector and contribute to the national interest.
- The approach was designed to understand alternative options and inform assessments of value for money, consistent with the obligations in the *Public Governance, Performance and Accountability Act 2013* (Cth) in relation to the proper use of public monies
- The approach was informed by the guidance and principles in the Commonwealth Investment Framework, along with expert technical and probity advice. It was carefully designed to not favour a particular technology type.
- Twenty-one companies were invited to respond to the EOI process—the department took a broad and inclusive approach, based on expert advice.
- The EOI was one of a range of inputs to the Government's decision to fund PsiQuantum, along with extensive commercial, legal and technical due diligence.

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Ticketek Data Breach

Issue

What is Questacon doing in response to the cyber incident of 31 May 2024 involving Ticketek Australia account holder information?

Key Talking Points

- Ticketek informed Questacon in writing on 31 May 2024 that they had become aware of a cyber incident impacting Ticketek Australia account holder information.
- Questacon has a contract with Ticketek to facilitate the sale of admission and other tickets.
- There are no points of integration between Ticketek's systems and Questacon/Department of Industry, Science & Resources systems.
- On 1 June Questacon advised the Australian Cyber Security Centre (ACSC) that they had received this notification from Ticketek and requested involvement in the whole of government response to be led by the ACSC and the Department of Home Affairs. Ticketek are also liaising with the ACSC, the Office of the Australian Information Commissioner (OAIC) and the National Office of Cyber Security in relation to the incident.
- Ticketek does not hold identity documents for its customer and advised that no Ticketek account had been compromised, and that they have secure encryption methods in place for all passwords. Additionally, they explained that they utilise secure encryption methods to handle credit card information and transactions are processed via a separate payment system which had not been impacted.

Contact: Steve Stirling, General Manager – Operations, Questacon, s22

Cleared by: Jo White, Director, Questacon, s22

Min ID: QB24-000094

Division: Questacon

Created: 03 June 2024

s22

- The available evidence at this time indicates that, from a privacy perspective, customer names, dates of birth and email addresses may have been impacted. Questacon are working with the departments legal area regarding any privacy, data breach and legal ramifications.

Ticketek commenced notifying impacted customers on 1 June 2024 providing them with steps to protect their information as a precautionary measure.

Contact: Steve Stirling, General Manager – Operations, Questacon, s22

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Min ID: QB24-000094

Division: Questacon

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QUESTACON – TICKETEK CYBER INCIDENT

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- Questacon has a contract with Ticketek to facilitate the sale of admission and other tickets.
- There are no points of integration between Ticketek's systems and Questacon or Department of Industry, Science and Resources systems.
- On 1 June 2024 Questacon advised the Australian Cyber Security Centre (ACSC) that they had received this notification from Ticketek and requested involvement in any whole of government response to be led by the ACSC and the Department of Home Affairs.
- On 3 June 2024, the Department of Home Affairs advised Questacon that:
 - The National Cyber Security Coordinator has been briefed on the incident;
 - The National Office of Cyber Security stands ready to assist if required; however at this stage are not coordinating a whole of government response.
- This issue is being managed by Ticketek.
- Ticketek have confirmed that Questacon customers' names, email addresses and dates of birth have been accessed. In order to assess whether a notifiable data breach under the *Privacy Act 1988* has occurred,

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Min ID: QB24-000094

Division: Questacon

Created: 3 June 2024

s22

Questacon are working with Ticketek to understand the volume of customer data that may have been compromised and the individuals who may have been impacted.

Contact: Steve Stirling, General Manager – Operations, Questacon **s22**

Cleared by: Jo White, Director, Questacon, **s22**

Min ID: QB24-000094

Division: Questacon

Created: 3 June 2024

s22

Background

- Ticketek does not hold identity documents for its customers and advised that no Ticketek account had been compromised, and that they have secure encryption methods in place for all passwords. Additionally, they explained that they utilise secure encryption methods to handle credit card information and transactions are processed via a separate payment system which had not been impacted.
- The available evidence at this time indicates that, from a privacy perspective, customer names, dates of birth and email addresses may have been impacted. Questacon is working with the department's legal branch regarding any privacy, data breach and legal ramifications.
- Ticketek commenced notifying impacted customers on 1 June 2024 providing them with steps to protect their information as a precautionary measure.

Contact: Steve Stirling, General Manager – Operations, Questacon, s22

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Min ID: QB24-000094

Division: Questacon

Created: 3 June 2024

s22