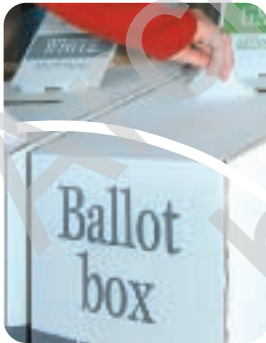




# Australian Electoral Commission 2004–05 Annual Report

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2004-05



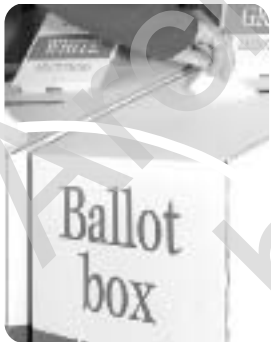
Australian Electoral Commission **AEC**

Helping you have your say.



# Australian Electoral Commission 2004–05 Annual Report

2004-05



**Australian Electoral Commission / AEC**

Helping you have your say.

## Australian Electoral Commission Annual Report 2004–05

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# Letter of transmittal



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Senator the Hon. Eric Abetz  
Special Minister of State  
Parliament House  
Canberra ACT 2600

Dear Minister

In accordance with section 17 of the *Commonwealth Electoral Act 1918* we have pleasure in submitting the Australian Electoral Commission's annual report and financial statements for the year ending 30 June 2005.

Yours sincerely

James Burchett  
Chairperson

  
Ian Campbell  
Electoral Commissioner

Dennis Trewin  
Commissioner

2 September 2005

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# About this report



## Purpose

This annual report of the Australian Electoral Commission (AEC) documents the AEC's performance for the financial year ending 30 June 2005.

## Structure

The report is presented in seven main parts:

- a review of the year's activities by the Electoral Commissioner, including summaries of significant developments and the AEC's overall performance in 2004–05, and of the outlook for 2005–06. A forward by Mr Ian Campbell, who commenced as Electoral Commissioner on 2 July 2005, is also included
- an overview of the AEC, including explanations of its legislative basis and structure
- a report on the AEC's performance, structured around the organisation's outcomes and outputs framework as identified in its 2004–05 Portfolio Budget Statements
- a report on the AEC's management and accountability, covering internal governance, external scrutiny, human resources management, purchasing, assets management, providing access for people with disabilities, and consultants and competitive tendering and contracting
- the AEC's audited financial statements for 2004–05
- other information—this part comprises ten appendices that provide certain detailed information and statistics required to be reported by legislation and other reporting requirements
- a reference section, comprising a list of abbreviations used in the report, a compliance index and a general index.

## Readers

This report is presented for tabling in both Houses of the Parliament of the Commonwealth of Australia. It is also designed to meet the information needs of the AEC's stakeholders and customers, including:

- eligible electors
- political participants, responsible minister, members of parliament, political parties, electoral candidates and interest groups
- the media and commentators
- State, Territory and international electoral authorities
- other government agencies—Federal, State, Territory and local
- students, teachers and researchers
- AEC staff.

The report is available free of charge in hard copy or via the AEC website, [www.aec.gov.au](http://www.aec.gov.au).



## Contact officer

For more information about the annual report, contact the Director Media and Communication at the address shown below. General contact details for the AEC are also shown in the AEC Overview section of this report.

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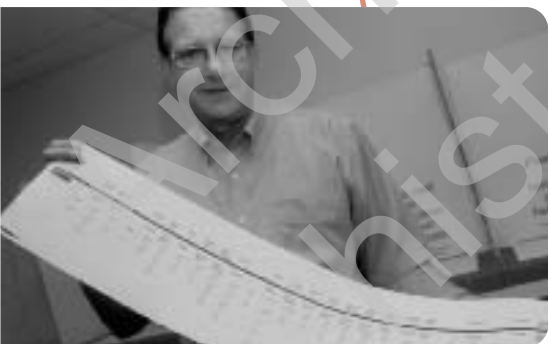
HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
in the order of your choice

- Electoral Commissioner's  
Overview
- Electoral Commissioner's  
Foreword
- Significant Events



Remember . . .  
number every box to make your vote count.

# Overview

**by Andy Becker who retired as  
Commissioner on 1 July 2005**

It is with pride that I provide my final report to the Parliament on the Australian Electoral Commission.

Understandably, the key feature of the past year has been the conduct of the 2004 general election and this is a major focus of this annual report.

A national election is a complex logistical undertaking which will always present challenges—and sometimes problems—to electoral officials.

While the 2004 election was conducted successfully in most parts of Australia, I acknowledge that postal voting was a major issue for some electors. However, I was proud of the performance of AEC staff who went to considerable lengths to assist voters who had not received their ballot papers.

Looking ahead, the inquiry conducted by Minter Ellison into the handling of this matter made a number of recommendations that should, when implemented, minimise the likelihood of a recurrence.

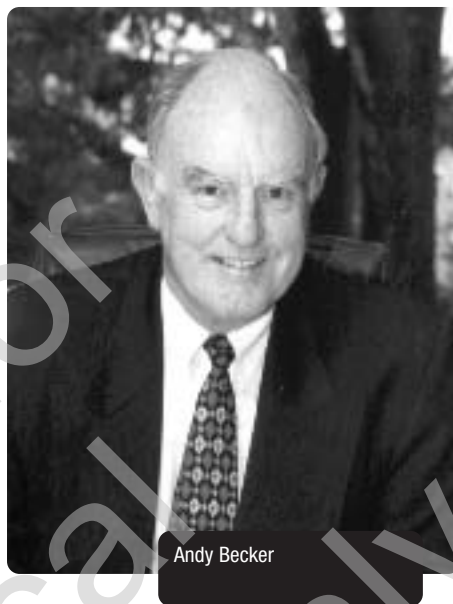
While the conduct of last year's election was a major focus, it is also important to acknowledge a range of other achievements in the AEC.

Maintaining the electoral roll places strong demands on the resources of the AEC at any time and involves not only divisional personnel but also significant assistance from Central and State Head Offices. In particular, the Roll Integrity Unit, established to meet the concerns of the Joint Standing Committee on Electoral Matters, provided much needed support and demonstrated the reliability of the enrolment data.

It is appropriate at this point to congratulate the former Australian Electoral Officer for the Northern Territory, Bill Shephard, on his appointment to the office of Electoral Commissioner for the Northern Territory and to thank him for his contribution to the AEC over many years in a number of capacities.

Behind the scenes, the Information Technology and Corporate Services areas performed admirably, keeping alive systems, a number of which have been in need of replacement. However, it is pleasing that long overdue enhancements are well under way to ensure the pay, personnel and roll management systems, in particular, are capable of delivering top quality products.

Finally, very many thanks to all members of the Commission for their loyalty, support and dedication throughout my five years as CEO. I wish my successor Ian Campbell the very best for his tenure knowing he will be well served by all of his colleagues.



A handwritten signature in black ink, appearing to be 'Andy Becker', written in a cursive style.

## Foreword

**by Ian Campbell who assumed the role of Electoral Commissioner on 2 July 2005**

In the short time that I have been at the AEC, I have focused on getting to know staff and observing their work at a range of locations around Australia.

I have been impressed by the openness and willingness of staff at all levels to explain technical aspects of their work and discuss issues with me, which has given me much food for thought.

While Mr Becker's introduction understandably looks at the year past for reporting purposes to Parliament, my role from 2 July this year is to look forward, particularly in relation to our core roles of maintaining the Commonwealth electoral roll, conducting elections and undertaking public awareness activities.

Naturally, in looking forward, I will want to build on both the lessons and successes of our past performance.

One of my first major tasks has been overseeing the AEC's response to the Joint Standing Committee on Electoral Matters (JSCEM) into the conduct of the 2004 election.

Officers have already been involved in appearances at JSCEM public hearings in a number of locations across Australia and I had the opportunity to address JSCEM and answer a wide range of questions at the six-hour hearing in Canberra on 5 August 2005.

I believe that the JSCEM is an important part of the AEC's accountability to the Parliament and, through that, to the wider community whom we serve. I look forward to the committee's report and see it as an important part of our preparations for the next federal poll.

In my opening statement to JSCEM I said that the AEC took full responsibility for the failure in the postal vote production process and that we were very disappointed at the confusion and concern that was caused to electors through our poor service delivery.

In acknowledging our weaknesses in this area for the last election, I was quick to spell out that the AEC will do everything we can to ensure that such a problem does not occur in the future and that this would only strengthen our resolve and commitment to learn from the experiences in 2004. In addition, I reinforced the magnitude of what the AEC achieves during the election period in terms of facilitating voting for 12.4 million electors at over 7,000 polling places and administering pre-polling arrangements.

My final statement to the committee reiterated my confidence that staff will meet the challenges of examining and resolving issues in a professional way, which the community and the Parliament have come to expect of the AEC.

I look forward to a busy year in 2005–06 working with my new colleagues and I will provide a full account of our performance in the AEC's next annual report to Parliament.



**Ian Campbell**

Electoral Commissioner



Ian Campbell  
Electoral Commissioner

# Significant Events in 2004–05

## 2004 federal election

The conduct of the 2004 federal election was the key achievement for the AEC during 2004–05, and the culmination of several years of planning and preparation. The election was announced on 29 August 2004, with the writs issued on 2 September. The timeframe for this election included six days more than usual between the close of rolls (7 September) and the close of nominations (16 September).

At the close of rolls, 13,021,230 electors were eligible to vote, an increase of 384,599 from the 2001 election close of rolls. Nationally, 1,421 people nominated as candidates in the 2004 election. This included 330 candidates for the Senate and 1,091 for the House of Representatives.

Pre-poll voting and the issue of postal votes commenced from 20 September 2004. Both of these early voting options were taken up at record levels, and the number of postal votes issued exceeded that of pre-poll votes for the first time. Voting also took place at 101 locations overseas.

Turnout for the election was 94.82 per cent of eligible electors. All writs were returned by 11 November 2004, with two petitions to the Court of Disputed Returns being lodged. Both were ultimately dismissed.

The AEC delivered a range of enhanced services for the election, including the revamped virtual tally room, enhanced call centre services, and the use of the AEC website to publish a range of election statistics not provided previously.

The management of an election is a massive logistical exercise. For polling day alone the AEC managed 7,729 polling places and employed approximately 65,000 polling officials, who had all been either trained in person or provided with tailored training material. They assisted more than 10 million electors to vote in 10 hours, and then counted more than 20 million ballot papers that night. Polling day ran very successfully with few problems, culminating in the prompt transmission of results and display via the AEC's virtual tally room. However, the otherwise successful election was unfortunately marred by poor service delivery to some postal voters in various parts of Australia. In one particular case, involving 1,359 registered general postal voters, the AEC was unable to determine until just before polling day that postal voting material had not been sent. To ensure those electors would still have the opportunity to vote, the AEC arranged for the Governor-General to issue a special proclamation allowing them to complete and return their postal votes after election day. The AEC has examined the failure and taken action to ensure that a problem of this nature will not occur again.

## Review of postal voting

After the 2004 election, the AEC contracted legal services firm Minter Ellison to comprehensively review postal voting at the election. Their findings and recommendations were published on the AEC website in December 2004 and provided the basis of a detailed submission on postal voting to the Joint Standing Committee on Electoral Matters.

The report makes recommendations of three types:

- those recommendations designed to provide greater certainty, efficiency and effectiveness in the process by which postal voting applications are processed and the way in which completed voting material is handled and admitted to preliminary scrutiny
- those recommendations designed to ensure that the process under which postal voting material is produced and distributed to electors operates is timely and efficient
- those recommendations designed to ensure that the AEC is in a position to keep stakeholders informed on postal voting matters.

All but two of the 27 recommendations have been supported or noted by the AEC. The AEC has already commenced work on the implementation of the recommendations, although complete implementation will depend on some legislative amendments.

## Werriwa by-election

On 19 March 2005, the AEC conducted a by-election in the Division of Werriwa, New South Wales, following the resignation of the member. The election involved 16 candidates, and 85.16 per cent of eligible voters participated. The writ was returned to the Speaker of the House of Representatives on 6 April 2005.

## Changes in indigenous elections

During April 2005, the Australian Parliament passed legislation to dissolve the Aboriginal and Torres Strait Islander Commission. The Torres Strait Regional Authority was retained, and the AEC continues to conduct elections for the authority as necessary.

## Access to electoral rolls

Amendments made to the *Commonwealth Electoral Act 1918* during 2004–05 allow the AEC to determine the manner and form in which electoral roll information is provided for public access, and allow electronic forms to be considered. The AEC decided to make electronic copies of the roll publicly available, replacing the microfiche previously used. Each divisional office has an electronic copy of the roll for its State or Territory; copies of the national roll are available in head offices in each State, the Northern Territory and central office. Also as a result of the amendments, we no longer have the authority to sell the roll to any person or organisation not authorised by s 90B of the Commonwealth Electoral Act.

## Industrial elections up 27 per cent

The AEC conducted 492 elections for registered industrial organisations (27 per cent more than in the previous year) and 50 ballots on a fee-for-service basis. We initiated two industrial election inquiries, using powers introduced into the *Workplace Relations Act 1996* in May 2003.

## NATA accreditation for EasyCount system

The AEC's automated vote counting system (EasyCount) was accredited to international standards by the National Association of Testing Authorities. EasyCount is used to count votes in industrial elections and Senate parliamentary elections.

## New financial and human resource information systems

The AEC let a request for tender for a new, integrated financial management information and human resource information system at the beginning of 2004–05. The Great Plains and PayGlobal integrated financial management and human resource information systems will be delivered to the AEC during 2005–06.

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HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

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**AEC overview**

Role  
 Legislative framework  
 Organisational structure

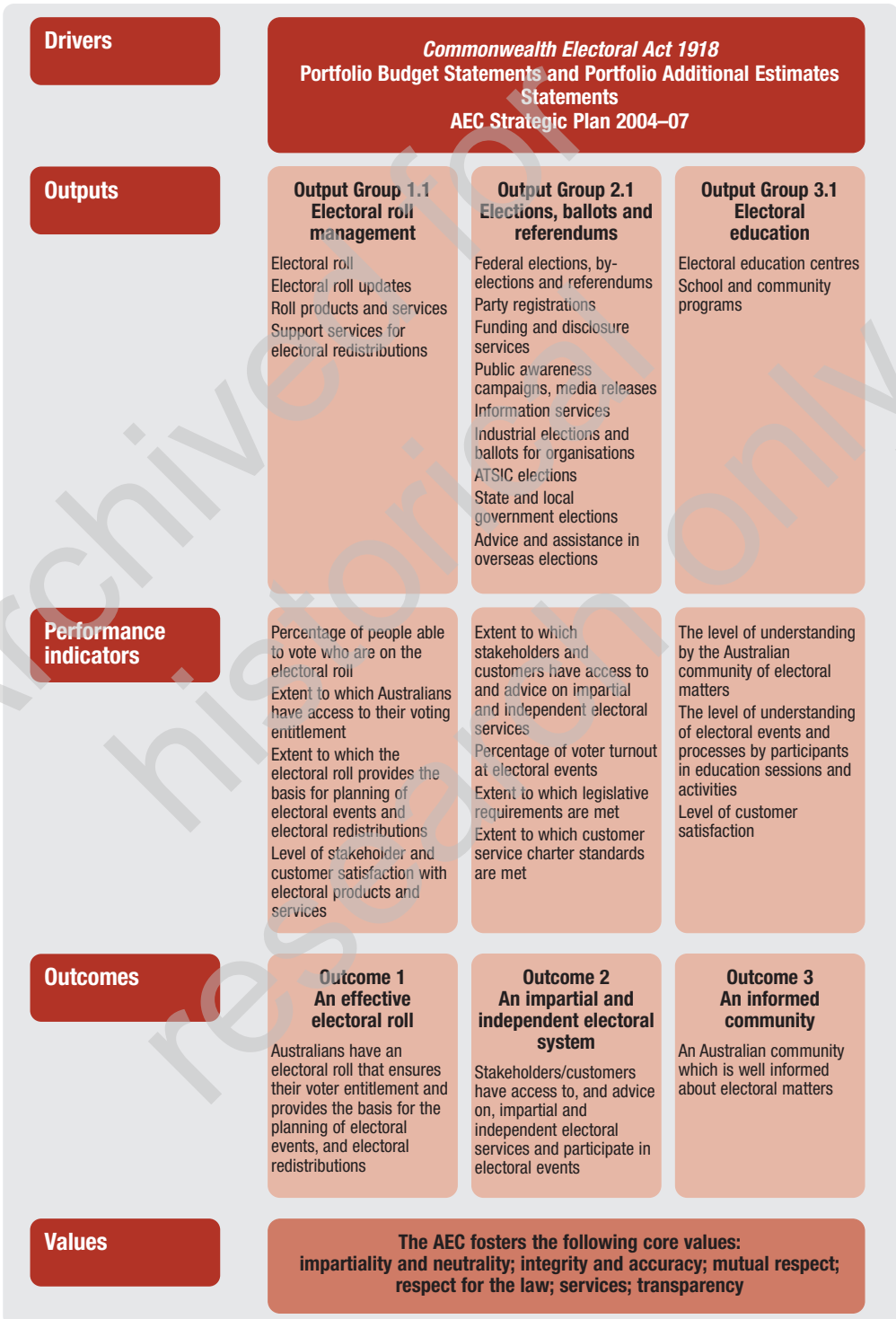


Remember . . .  
number every box to make your vote count.



# AEC Overview

Figure 1 Performance framework



## Role

The AEC is the Australian Government agency responsible for providing Australians with an independent electoral service that meets their needs and enhances their understanding of and participation in the electoral process.

As a result of its statutory responsibilities the AEC delivers the following three outcomes for the Australian community:

- Outcome 1—An effective electoral roll  
Australians have an electoral roll that ensures their voter entitlement and provides the basis for the planning of electoral events, and electoral redistributions.
- Outcome 2—An impartial and independent electoral system  
Stakeholders/customers have access to, and advice on, impartial and independent electoral services and participate in electoral events.
- Outcome 3—An informed community  
An Australian community which is well informed about electoral matters.

## Legislative framework

The AEC operates as an independent statutory authority under the *Commonwealth Electoral Act 1918*. The Commonwealth Electoral Act was amended in 1984 to establish the AEC, governed by a three-person commission. The functions and powers of the Commission are contained in s 7 of the Commonwealth Electoral Act, and the Commission meets as required in accordance with s 15 of the Commonwealth Electoral Act.

At 30 June 2005, the Commissioners were:

- the Hon. James Burchett QC, Chairperson (the Chairperson must be either a judge or a retired judge of the Federal Court of Australia)
- Mr Andy Becker, Electoral Commissioner and the Chief Executive Officer
- Mr Dennis Trewin, Australian Statistician (who is the part-time, non-judicial member).

Mr Becker retired at the end of the reporting period; Mr Ian Campbell was appointed to replace him from 2 July 2005.

With the guidance of the Commission, the AEC conducts operations under the following legislative authorities:

- the Commonwealth Electoral Act, in relation to:
  - conducting federal elections
  - maintaining and updating the Commonwealth electoral roll
  - promoting public awareness of electoral and parliamentary matters through information and education programs
  - providing international electoral assistance in cases approved by the Minister for Foreign Affairs
  - conducting and promoting research into electoral matters and other matters that relate to its functions
  - registering political parties
  - paying public funding to election candidates and parties and publishing financial details of political parties and others
  - determining representation entitlements
- the *Referendum (Machinery Provisions) Act 1984* and Electoral and Referendum Regulations 1940 in relation to conducting referendums
- the *Aboriginal and Torres Strait Islander Commission Act 1989* in relation to elections for ATSIC (until 30 June 2005), and the *Aboriginal and Torres Strait Islander Act 2005* in relation to Torres Strait Regional Authority elections

- the *Workplace Relations Act 1996* in relation to industrial elections
- the *Public Service Act 1999* to ensure an apolitical electoral commission and a framework for the effective and fair employment, management and leadership of its employees, and to establish their rights and obligations
- the *Financial Management and Accountability Act 1997*.

The AEC's core business processes, purpose, values and leadership capabilities were developed on the basis of that legislation.

## Purpose and values

### Purpose

The AEC's purpose is to help our primary customer, the eligible voter, have a say in who will represent him or her in the government of Australia.

### Values

Our values are underpinned by the values of the Australian Public Service (APS).

Our success as an organisation depends on our staff, among whom we actively foster the following core values:

- impartiality and neutrality
- integrity and accuracy
- mutual respect
- respect for the law
- service
- transparency.

### Partnerships

Developing and maintaining partnerships with other organisations, both in Australia and overseas, is one of the effective strategies the AEC uses to deliver its planned outcomes.

#### Updating enrolment with the State and Territory electoral authorities

In 2004–05, the AEC continued to work very closely with State and Territory electoral authorities to maintain a complete, accurate and up-to-date electoral roll. Joint roll arrangements between the Commonwealth and the State and Territory governments set out the terms for the partnership. At the agency level, a memorandum of understanding (MOU), established each year to identify the specific activities each agency will need to undertake to achieve the agreed enrolment outcomes, focuses mainly on the continuous roll update program.

#### Exchanging and enhancing data with Australian Government agencies

The AEC receives change of address and age data from a number of external sources, including Australia Post and Centrelink, as part of the continuous roll update program. An MOU is in place with each of these organisations, setting out the type, format, frequency and cost of the data that they provide to the AEC.

The Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) provides the AEC with access to a copy of its citizenship database. The database is used by AEC staff to investigate the eligibility of persons who have indicated on their enrolment forms that they are not Australian citizens or that they were born overseas and have not provided details of acquiring Australian citizenship.

#### Conducting overseas voting with Australian Government agencies

The AEC developed a solid working relationship with the Department of Foreign Affairs and Trade (DFAT) and Austrade to improve the voting experience for electors overseas at the time of the 2004 federal election. DFAT and Austrade missions provide voting services on behalf of the AEC during a federal election.

The AEC also worked closely with the Australian Defence Force Headquarters Joint Operations Command to ensure that appropriate voting facilities were in place for deployed troops. The AEC's automated postal-voting system was utilised for the majority of deployed troops during the 2004 federal election and for deployed troops eligible to vote in the Werriwa by-election.

### **Conducting industrial elections with Australian Government agencies**

The AEC has a statutory responsibility for the conduct of elections referred to it by the Australian Industrial Registry (AIR), which comes under the Employment and Workplace Relations portfolio. These elections are conducted under the *Workplace Relations Act 1996*. The AEC works closely with the AIR and liaises with the Department of Employment and Workplace Relations, as required, to ensure that industrial elections and related legislation and information are effectively managed.

The AEC also provides a post-election report to each relevant organisation after the completion of an election, addressing any election rule issues with the organisation and the AIR.

### **Cooperating internationally with Australian and overseas agencies**

The AEC continued to work in close cooperation with counterparts around the world. The great bulk of the funding for the AEC's international work comes from the Australian Agency for International Development (AusAID). The AEC maintains close liaison with AusAID, and with DFAT, both in Australia and in overseas countries where AEC staff are deployed.

The AEC's development of the Building Resources in Democracy, Governance and Elections (BRIDGE) course has been undertaken in partnership with the United Nations Electoral Assistance Division and the International Institute for Democracy and Electoral Assistance, two bodies with which the AEC has had strong links for over 10 years. In implementing BRIDGE during 2004–05, the AEC worked with the electoral administrations in South Africa, Armenia and Georgia, and with the University of the South Pacific.

### **Promoting electoral awareness with State and Territory electoral authorities**

The AEC worked closely with State and Territory electoral authorities during the year to conduct electoral education and awareness-raising activities.

The AEC has an MOU with the Victorian Electoral Commission to undertake joint public awareness activities. This year, the joint projects included:

- targeted activities for homeless people and their service providers
- the secondary schools democratic engagement grant program
- the indigenous persons enfranchisement program
- the Centre for Adult Education democratic engagement program.

Our South Australian head office continued its partnerships with the South Australian Electoral Commission, Department of Education, Training and Employment, and Parliamentary Education Office. Under an MOU between the AEC and the South Australian Electoral Commission, the agencies collaborate to reduce duplication of services and devise innovative approaches to raising public awareness.

In Perth, we supported an Electoral Education Centre operated by the Western Australian Electoral Commission, under the terms of a three-year MOU.

### **Providing an election telephone inquiry service**

The AEC engaged Centrelink to provide an election inquiry call centre service during the 2004 federal election. The call centre handled more than half a million inquiries and requests for AEC materials. For further information see case study on page 59.

### **Studying youth attitudes to enrolment and voting with the University of Sydney and the Australian National University**

The AEC continued to conduct the Youth Electoral Study (YES) with its research partners, the University of Sydney and the Australian National University. The study commenced in May 2003 and will run nationally for four years, to

study youth attitudes to the electoral process. The first paper in this study was published on the AEC website in December 2004.

At an academic seminar held in Canberra in June 2005, academics from tertiary institutions around Australia presented papers on topics associated with youth participation in the democratic process. The papers presented at the seminar will be published in a book as part of the YES project.

### **Understanding the homeless and voting with Swinburne University**

In 2004, the AEC joined with the Institute for Social Research, Swinburne University, to undertake a research project, *Bringing Democracy Home—Enfranchising Australia's Homeless*. The research aimed to develop a better understanding of voting behaviour of the homeless population as a distinct social group, in response to recommendations on the issue by the Joint Standing Committee on Electoral Matters.

During 2004–05 the AEC finalised a research report, drawing data from this study as well as other relevant studies. The report will be published in August 2005.

## **Senior staff and their responsibilities**

The Electoral Commissioner, as Chief Executive Officer of a Commonwealth Agency, has responsibility for management and strategic leadership in relation to the AEC's:

- enrolment and election activities
- conduct of
  - federal parliamentary elections and referendums
  - certain other elections, such as those conducted for industrial organisations
  - electoral education programs
- electoral research
- administration of human, financial and other resources
- provision of advice and assistance in relation to elections and referendums in foreign countries
- national dissemination of electoral information and education services.

Assisting the Electoral Commissioner in central office are the Deputy Electoral Commissioner, two First Assistant Commissioners and five Assistant Commissioners. Australian Electoral Officers (AEOs) for each State and the Northern Territory assist the Electoral Commissioner to manage the conduct of elections in their respective jurisdictions. The individuals occupying these positions in 2004–05 are listed below.

Aspects of the AEC's senior management committees, including their composition and functions, are discussed in the Management and Accountability section—see figures 14 and 15 on page 100 for a summary.

### **Senior executives**

Deputy Electoral Commissioner	Mr Paul Dacey
First Assistant Commissioner, Business Support	Ms Barbara Davis
First Assistant Commissioner, Electoral Operations	Mr Tim Pickering
Assistant Commissioner, Corporate Services	Ms Marie Nelson
Assistant Commissioner, Elections	Mr Doug Orr
Assistant Commissioner, Enrolment and Parliamentary Services	Mr Andrew Moyes
Assistant Commissioner, Information Technology	Mr Ken Hunter
Assistant Commissioner, Public Awareness, Media and Research	Mr Brien Hallett

## Australian Electoral Officers

New South Wales	Mr David Farrell
Victoria	Mr Daryl Wight
Queensland	Ms Anne Bright
Western Australia	Ms Jennie Gzik
South Australia	Dr Christopher Drury
Tasmania	Mr Alex Stanelos
Northern Territory	Mr Bill Shephard (resigned 15 April 2005)
	Mr Iain Loganathan (acting) (commenced 18 April 2005)

## Organisational structure

The AEC's organisational structure for 2004–05 is shown in Figure 3.

AEC offices are organised geographically, with a central office in Canberra, a head office in each State and the Northern Territory, and divisional offices in or near each electoral division. The New South Wales AEO has administrative responsibility for the Australian Capital Territory divisions between elections.

### Central office

The AEC's central office is organised functionally into the following branches, each managed by an Assistant Commissioner:

- Corporate Services Branch
- Elections Branch
- Enrolment and Parliamentary Services Branch
- Information Technology Branch
- Public Awareness, Media and Research Branch.

In addition, there is an International Services Section, which reports directly to the Deputy Electoral Commissioner.

The Chief Financial Officer reports directly to the Electoral Commissioner.

The Business Assurance Committee, whose responsibilities also include the audit function, is chaired by the Deputy Electoral Commissioner and reports to the Electoral Commissioner.

### Offices in the States and the Northern Territory

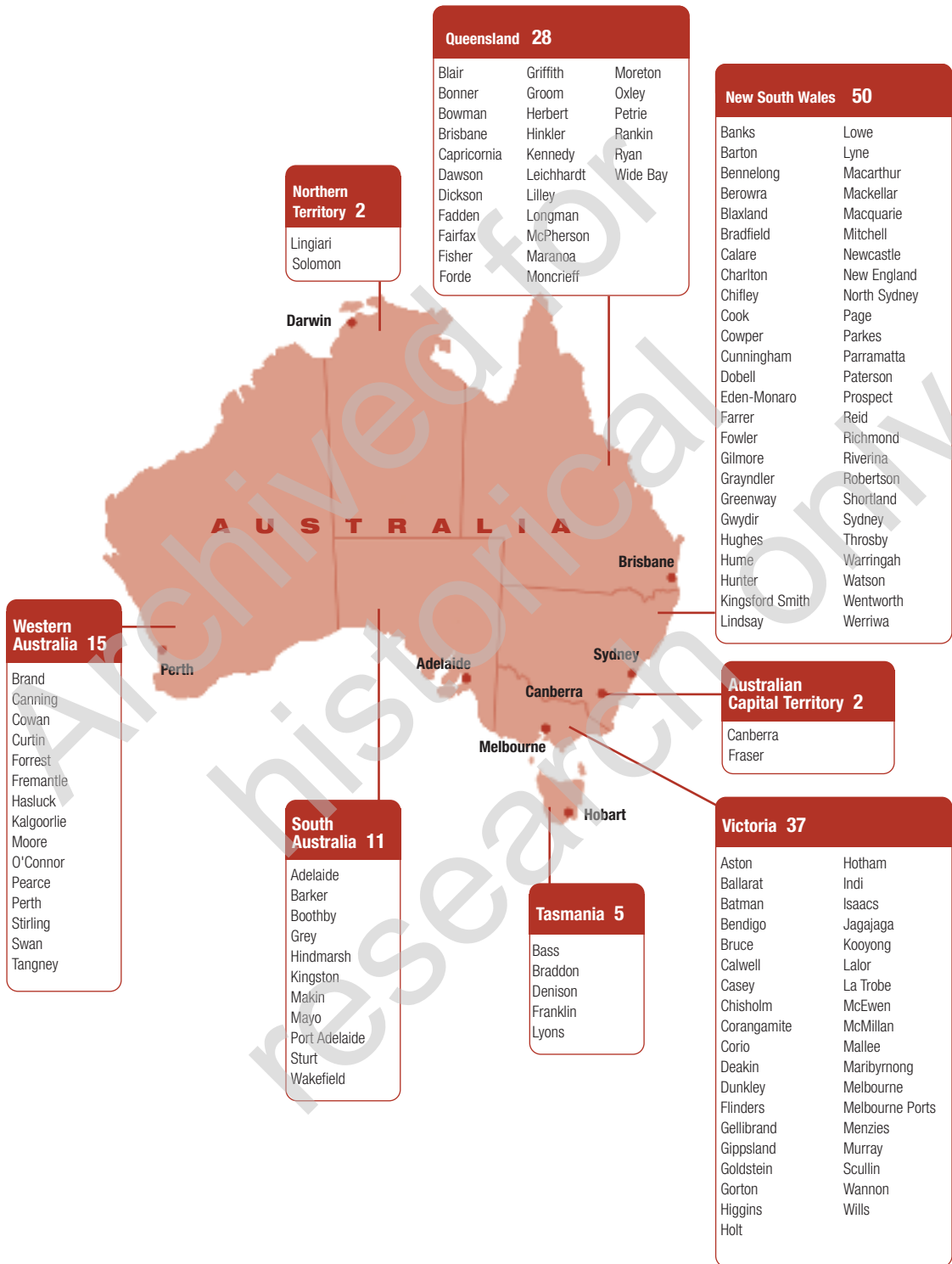
The AEO of each State and the Northern Territory is responsible for managing activities within the State or Territory, including conducting elections for the Senate and the House of Representatives and referendums. During an election period, an AEO is appointed for the Australian Capital Territory.

### Divisional offices

Each State or Territory is divided into electoral divisions that correspond to the number of members of the House of Representatives to which it is entitled. At the end of 2004–05 there were 150 electoral divisions.

Australia's electoral divisions are shown in Figure 2.

Figure 2 **Australia's electoral divisions**



## Contact details

The AEC national telephone inquiry number is 13 23 26, and the website address is [www.aec.gov.au](http://www.aec.gov.au).

### Central office

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(02) 6271 4411

### New South Wales

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### Victoria

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Melbourne VIC 3000  
(03) 9285 7171

### Queensland

Seventh Floor, Collection House  
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Brisbane QLD 4000  
(07) 3834 3400

### Western Australia

Level 3, AXA Building  
111 St Georges Terrace  
Perth WA 6000  
(08) 6363 8080

### South Australia

Ninth Floor, Origin Energy House  
1 King William Street  
Adelaide SA 5000  
(08) 8237 6555

### Tasmania

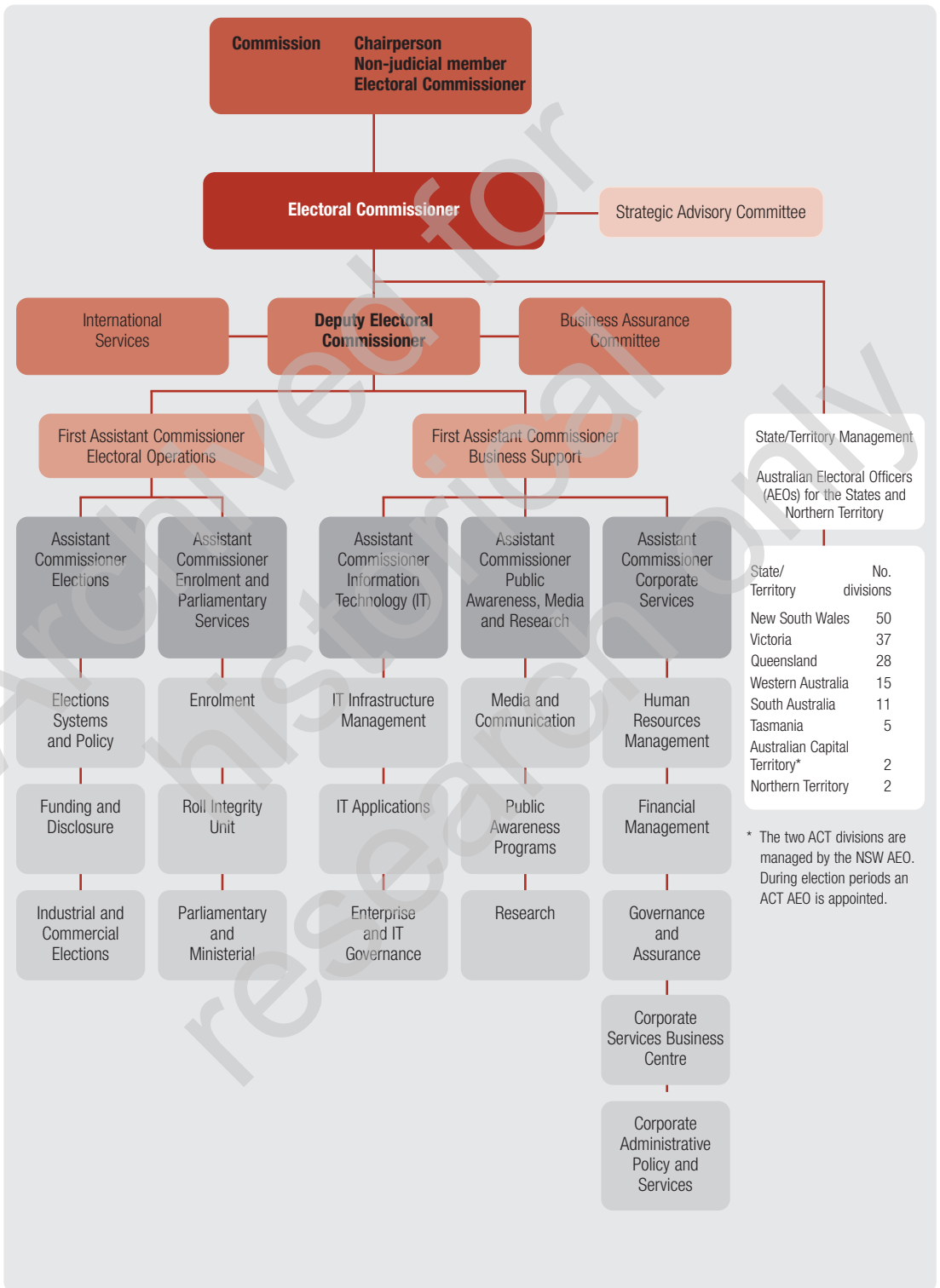
Second Floor, AMP Building  
86 Collins Street  
Hobart TAS 7000  
(03) 6235 0500

### Northern Territory

Level 7, TCG Centre  
80 Mitchell Street  
Darwin NT 0800  
(08) 8982 8000



Figure 3 **AEC organisational chart, 2005**

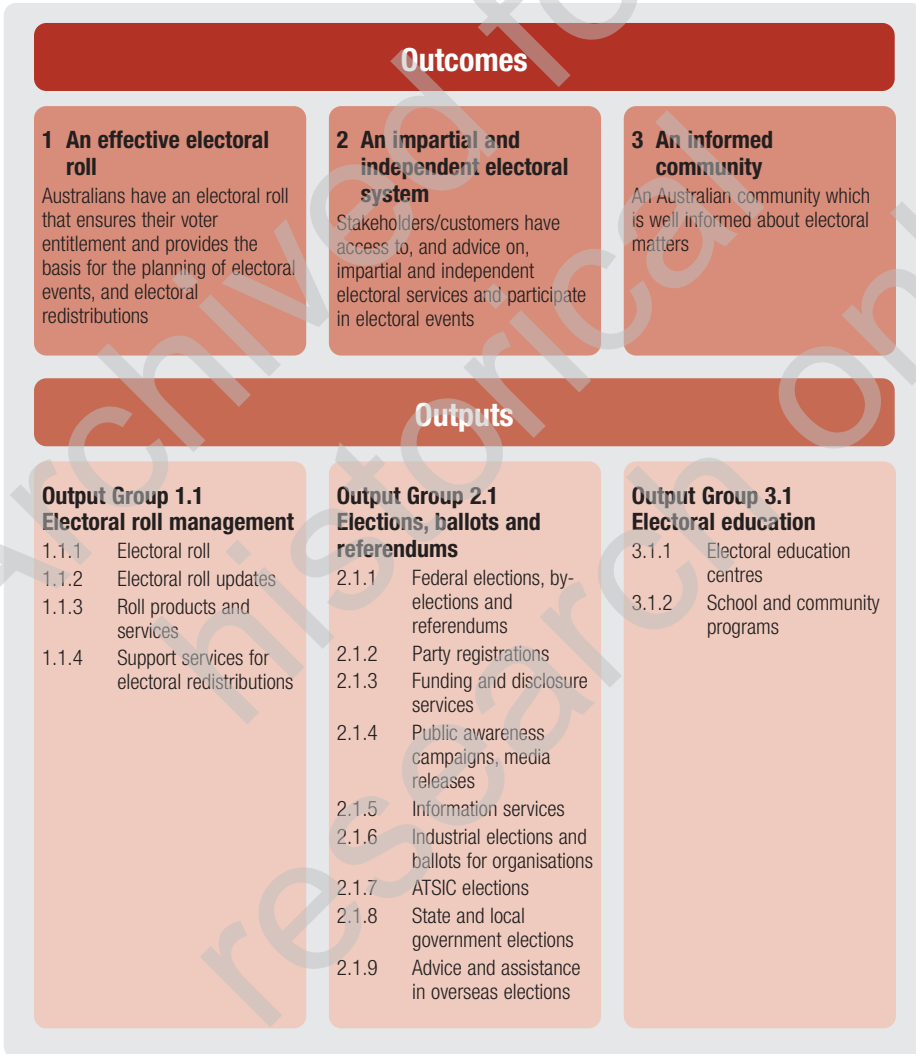


# Outcome and output structure

The AEC’s outcome and output structure is based on three outcomes. An overview is provided in Figure 4. Outcomes are the desired results of the AEC’s activities, and outputs are the functions performed by the AEC to produce the outcomes. Outcomes and outputs are prescribed in the AEC’s annual Portfolio Budget Statements and Portfolio Additional Estimates Statements.

In 2004–05, there was no variation between the outcomes and outputs described in the AEC’s Portfolio Budget Statements and those in this annual report.

Figure 4 Outcome and output structure



Archived for  
historical  
research only

HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
in the order of your choice

**Report on Performance**

**Outcome 1**

**AN EFFECTIVE ELECTORAL ROLL**

OUTPUT 1.1



Remember . . .  
number every box to make your vote count.

# Report on performance: Outcome 1

Figure 5 Outcome 1 performance indicators and outputs

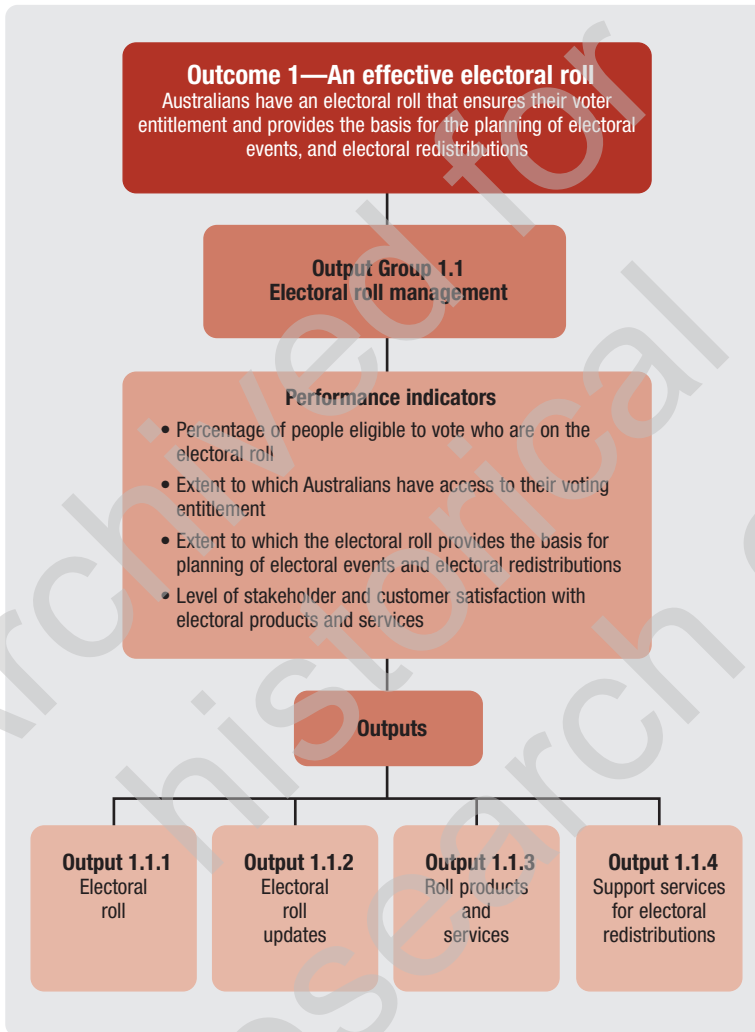


Table 1 Outcome 1 summary of resources

<b>Outcome 1</b>	<b>(1) Budget*</b>	<b>(2) Actual expenses</b>	<b>Variation (column 2 minus column 1)</b>	<b>Budget**</b>
	<b>2004–05 \$'000</b>	<b>2004–05 \$'000</b>	<b>\$'000</b>	<b>2005–06 \$'000</b>
<b>Administered Expenses</b>				
No administered appropriation for this outcome	–	–	–	–
<b>Total Administered Expenses</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<b>Price of Departmental Outputs</b>				
<i>Commonwealth Electoral Act 1918</i>				
Electoral Roll Review—Special Appropriation	9,000	9,000	–	9,000
<b>Total Special Appropriations</b>	<b>9,000</b>	<b>9,000</b>	<b>–</b>	<b>9,000</b>
<b>Departmental Appropriations</b>				
Output Group 1.1—Electoral roll management				
Output 1.1.1—Electoral roll	19,357	18,209	(1,148)	27,264
Output 1.1.2—Electoral roll updates	17,269	15,990	(1,279)	23,592
Output 1.1.3—Roll products and services	579	375	(204)	384
Output 1.1.4—Support services for electoral redistributions	431	428	(3)	164
<b>Subtotal Output Group 1.1</b>	<b>37,636</b>	<b>35,002</b>	<b>(2,634)</b>	<b>51,404</b>
<b>Revenue from Government (Appropriation) for Departmental Outputs</b>				
	<b>46,636</b>	<b>44,002</b>	<b>(2,634)</b>	<b>60,404</b>
Revenue from other sources	7,882	8,661	779	8,750
<b>Total Price of Outputs</b>	<b>54,518</b>	<b>52,663</b>	<b>(1,855)</b>	<b>69,154</b>
<b>TOTAL FOR OUTCOME 1</b>				
(Total price of outputs and administered expenses)	54,518	52,663	(1,855)	69,154
			2004–05	2005–06
<b>Average Staffing Level</b>			<b>382</b>	<b>490</b>
* Full-year budget, including additional estimates				
** Budget prior to additional estimates				

## Review of performance

This section details performance results for 2004–05 by Output Group 1.1—Electoral roll management. The output group contributes to Outcome 1 through four outputs:

- electoral roll
- electoral roll updates
- roll products and services
- support services for electoral redistributions.

During 2004–05 the AEC continued its ongoing enrolment activities in order to maintain an accurate and up-to-date electoral roll. The continuous roll update (CRU) program remained the foremost means by which the AEC stimulated enrolment activity and reviewed the accuracy of the roll. The AEC continued to provide a range of roll products for various electoral events and maintained joint roll agreements with State and Territory governments.

On 30 June 2005 there were 13,114,475 people enrolled, an increase of 153,000 electors from the total for 30 June 2004. There were 2,976,181 enrolment transactions processed during the year, comprising 2,448,361 enrolment forms and amendments and 527,820 deletions. This represents an overall increase of 6.6 per cent in

enrolment transactions compared to the total for 2003–04. This level of transaction activity represents a decrease of 2,453 transactions, or 0.1 per cent, compared to the total for 2001–02, the previous year in which a federal election was conducted.

Western Australia and the Australian Capital Territory processed increases in total enrolment transactions, of 56.2 per cent and 26.7 per cent respectively, compared to the 2003–04 reporting period (discussed further in the report for Output 1.1.2). Enrolment transactions in Queensland decreased by 21 per cent, which may be attributed partly to a temporary suspension in the provision of Queensland Transport Authority data, and partly to an increase in enrolment stimulation during the previous reporting period arising from the Queensland State election conducted in February 2004.

The *Electoral and Referendum Amendment (Enrolment Integrity and Other Measures) Act 2004* (Integrity Act) received Royal Assent on 13 July 2004, with most provisions coming into force on 10 August 2004. The Integrity Act amended s 105(4) of the *Commonwealth Electoral Act 1918* to provide that where the declaration vote of a person whose name is not on the roll has been admitted to the count, and checking has shown that the person's name was removed from the roll in error, the person's entitlement to enrol for the claimed address must be reviewed before the person's enrolment for that address is reinstated. For the 2004 election, the enrolment entitlement of 87,518 declaration voters was reviewed as a result of this new requirement. By 30 June 2005, 15,114 electors' names had been reinstated, 41,762 had re-enrolled for the same or another address, 372 had died, and a further 27,478 could not be contacted or, following contact, were determined not to be entitled to be reinstated.

The Integrity Act also introduced provisions relating to proof of identity and proof of address requirements for persons enrolling or updating their enrolment. The AEC and the Department of Finance and Administration have commenced consultations with the State and Territory governments, to seek cooperation in implementing the new provisions. The provisions will not come into effect until consultations are complete, so that the joint roll arrangements and joint enrolment forms will be preserved.

Other key activities undertaken during 2004–05 included:

- stimulating enrolment and checking enrolment details under the CRU program
- processing enrolment forms and changes to elector and address information in a timely manner
- processing enrolment information generated by electoral events, including the 2004 federal election and the 2005 Werriwa by-election, and elections for the Australian Capital Territory Legislative Assembly, the Northern Territory Legislative Assembly, the Western Australian Legislative Assembly and Legislative Council, and the Tasmanian Legislative Council
- providing roll products for a variety of local government and State government electoral events
- developing enrolment e-learning training modules to ensure a standard level of competence for staff who process enrolment transactions
- conducting roll integrity activities such as the 2005 Sample Audit Fieldwork (discussed further under Output 1.1.2), and developing a proposal for a roll integrity testing conceptual framework which will provide the strategic context for future roll integrity activities.

Table 2 summarises the AEC's overall performance in relation to the indicators and targets set for Outcome 1 in the 2004–05 Portfolio Budget Statements.

Table 2 **Outcome 1—An effective electoral roll: overall performance results**

Measure	Targets and goals	Results
Percentage of people eligible to vote who are on the electoral roll	95%	The results of Sample Audit Fieldwork indicate that in March 2005 96.3% of the eligible population was enrolled for the correct division
Extent to which Australians have access to their voting entitlement	100%	The AEC ensured that all eligible Australians had access to their voting entitlements, through the use of appropriate policies and procedures, including enrolment initiatives, public awareness campaigns and the provision of a range of voting facilities
Extent to which the electoral roll provides the basis for planning of electoral events and electoral redistributions	90% of requirements	Enrolment data were used to produce polling place and staffing estimates for the 2004 federal election and the 2005 Werriwa by-election Electoral roll data were also used to provide support for State and Territory elections in Tasmania, the Australian Capital Territory, Western Australia and the Northern Territory and to commence redistribution activities in the Australian Capital Territory
Level of stakeholder and customer satisfaction with electoral products and services	Meets customer service charter requirements	No formal customer survey was undertaken in this period

## Analysis

As at the close of rolls for the 2004 federal election there were 13,021,230 people enrolled and eligible to vote. This represents an increase of approximately 3 per cent from the close of rolls total for the 2001 federal election.

Enrolment data provided the foundation for determining the number and location of polling places, and calculating the numbers of polling staff, certified lists and other materials required for the conduct of the 2004 federal election and the 2005 Werriwa by-election. Enrolment data were also used to produce certified lists for various State, Territory and local government elections.

In order to improve access to voter entitlements a review of enrolment forms was completed to ensure compliance with current federal, State and Territory legislation. Special category elector applications and a variety of registration forms are currently being reviewed; those reviews are expected to be substantially completed by the end of 2005.

Against the background of 2,976,181 enrolment transactions (including deletions), the results of the Sample Audit Fieldwork (a targeted doorknock in a statistically valid sample of census collection districts around Australia) indicate that, in March 2005, approximately 96.3 per cent of the eligible population was enrolled for the correct division. The activities of Output Group 1.1 are covered in more detail in the reports on the individual outputs, which follow.

## Variations to performance targets

During the year there were no changes in performance targets for Outcome 1 and its supporting outputs from those contained in the 2004–05 Portfolio Budget Statements.

## Purchaser–provider arrangements

No purchaser–provider arrangements were in place for Outcome 1 during 2004–05.



## External scrutiny

### Parliamentary scrutiny

The AEC continued working on the implementation of agreed recommendations of the Australian National Audit Office (ANAO) Report No. 42 of 2001–02, titled *Integrity of the Electoral Roll*, the Joint Standing Committee on Electoral Matters report titled *The Integrity of the Electoral Roll—Review of the ANAO Report No. 42 of 2001–02*, and the ANAO Report No. 39 of 2003–04, titled *Integrity of the Electoral Roll—Follow-up Audit*.

A more detailed discussion of those reports appears in the 2003–04 annual report. During 2004–05, the following significant steps were taken in response to the recommendations:

- The development of an enrolment management information system continued, with a tender process finalised in March 2005. A phased implementation will occur during 2005–06.
- The reports on the 2004 Sample Audit Fieldwork and the 2004 Full Habitation Review of the Division of Isaacs were finalised and are now available on the AEC website.
- The 2005 Sample Audit Fieldwork was conducted during the period 5–20 March 2005. At the end of the reporting year, follow-up processing was complete, and the results were being collated and analysed (see further discussion under Output 1.1.2) in readiness for the preparation of a report.
- In accordance with the 2002–05 CRU Strategic Plan, AEOs and their counterparts in the electoral commissions of the States and Territories agreed memorandums of understanding in regard to the enrolment activities to be undertaken during the financial year.
- Work commenced on the development of the 2005–08 CRU Strategic Plan.
- Revised CRU letters were introduced nationally in February 2005.
- Sections of the General Enrolment Manual were progressively made available to staff via the intranet.
- An enrolment e-learning training package was progressively developed and made available to all staff, through the intranet, to ensure a standard level of competence for staff who process enrolment transactions.

Additionally, work continued on developing a roll integrity testing conceptual framework, an AEC initiative in relation to roll integrity. The framework aims to draw several related activities together into a comprehensive program to measure the elements that comprise 'roll integrity', namely: entitlement, accuracy, completeness, processing correctness and security. In doing so, the framework will both assist the AEC to measure roll quality and enable us to objectively demonstrate the effectiveness of our roll management. The framework will incorporate such activities as enrolment processing quality assurance and analysis of close of rolls transactions.

### Administrative scrutiny

Certain administrative decisions made by the AEC in relation to enrolment are subject to review under the *Administrative Appeals Tribunal Act 1975* (AAT Act), the *Ombudsman Act 1976* and the *Administrative Decisions (Judicial Review) Act 1977* (ADJR Act). Further, complaints about breaches of privacy rights may be lodged with the Federal Privacy Commissioner under the *Privacy Act 1988* (Privacy Act).

The application for review under the AAT Act of an administrative decision relating to the enrolment of a British subject, that had been scheduled for an AAT telephone directions hearing on 29 July 2004, was heard on 29 November 2004. The Administrative Appeals Tribunal found that there was no evidence that the applicant had been on the roll on 25 January 1984 (the date on which the eligibility requirements changed) and, accordingly, the applicant was not entitled to remain on the roll.

There was no application for review of enrolment decisions under the ADJR Act.

Two complaints in relation to enrolment matters were lodged with the Office of the Federal Privacy Commissioner. However, on the ground that no breach of the Privacy Act had occurred, that office declined to investigate the matters.

During the 2004–05 financial year, the Commonwealth Ombudsman accepted eight complaints for investigation in relation to the AEC's administration of the electoral roll. In four matters, the Ombudsman found that there had been

no defective administration by the AEC. In two matters, there was insufficient evidence from the complainant for the Ombudsman to reach a clear conclusion about the complaint, and therefore the Ombudsman did not investigate them any further. The investigations of the two remaining complaint issues ended because the Ombudsman decided not to continue to investigate, pursuant to the Ombudsman's discretionary powers in s 6 of the *Ombudsman Act 1976*. There was no impact on the AEC's procedures as a result of these matters.

## Judicial scrutiny

There were no judicial decisions affecting Outcome 1 during the financial year.

## Developments since the end of the financial year

There have been no developments since the end of the financial year that have affected or may affect Outcome 1 operations or results.

During the year, the AEC continued to develop the enrolment management information system (EMIS), aiming to commence a phased implementation in 2005–06. It is expected that the EMIS, once implemented, will greatly improve the AEC's ability to report to stakeholders on the state of the roll, and will assist with, and enable improvements in, roll management at all levels of the AEC.

In response to a recommendation of the ANAO report on the integrity of the electoral roll, codes on enrolment forms were introduced in April 2005 to allow the AEC to capture more extensive and reliable data on the sources from which electors are obtaining enrolment forms. Once enough information has been gained, the AEC will be able to reliably quantify where forms originate and to target enrolment activities more accurately.

## Service standards

The performance of Outcome 1 output groups against customer service standards is referred to in the Management and Accountability section, and in Appendix J.

## Output 1.1.1—Electoral roll

The electoral roll is fundamental to conducting parliamentary elections. It is maintained on a computerised roll management system (RMANS) and is the key to voter entitlement at the federal, State, Territory and local government levels. It is also the primary tool used for electoral redistributions.

Table 3 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 3 **Output 1.1.1—Electoral roll: performance results**

Measure		Targets and goals	Results
Quality	Proportion of eligible people on the electoral roll	95%	The results of Sample Audit Fieldwork indicate that in March 2005 96.3% of the eligible population was enrolled for the correct division
Quantity	Number of enrolment transactions (other than deletions) processed each year	Minimum 2.3 million	2,448,361 enrolment transactions (excluding deletions) were processed during 2004–05
	Speed at which enrolment forms are processed	Within three business days	This target is generally met, however some enrolment forms may require additional investigation which can result in processing taking longer than three days
Price	Cost of entries on RMANS database	Under \$2.75 per entry	Cost per entry was less than \$2.75

### Performance overview and analysis

During 2004–05 divisional staff processed 2,448,361 enrolment forms and amendments, a 1.2 per cent increase from 2003–04, but a 2.7 per cent decrease from 2001–02, which was the last year in which a federal election was conducted. Of these enrolment transactions there were 667,024 additions to the roll, composed of 336,159 new enrolments, 20,479 reinstatements and 310,386 re-enrolments. There were 557,485 intrastate transfers, 142,045 interstate transfers and 1,081,807 other address changes and amendments. A total of 527,820 deletions were processed, including 107,508 death deletions, 6,423 duplicate entry deletions and 413,889 objection deletions. The majority of objection deletions processed resulted from the AEC receiving information that an elector was no longer resident at their enrolled address and had not re-enrolled elsewhere.

The increase in the number of new enrolments processed may be attributable to the level of enrolment activity stimulated in the lead-up to the 2004 federal election, the Australian Capital Territory and Northern Territory Legislative Assembly elections, and the Western Australian Legislative Assembly and Legislative Council elections. Table 4 summarises enrolments, by State or Territory, from 1998 to 2005.

The results of the 2005 Sample Audit Fieldwork indicate that, at March 2005, 96.3 per cent of the eligible population was enrolled for the correct division, showing an improvement compared to the result in March 2004 of 95.3 per cent. The estimated participation by those eligible in the 18–25-year-old age group at 30 June 2005 was 81.4 per cent, also showing an increase compared with 79.6 per cent at 30 June 2004. The AEC continued to discuss the methods used to derive these figures with the Australian Bureau of Statistics (ABS). It is anticipated that in 2005–06 a further method agreed with the ABS will be added to the suite of measures used to estimate overall participation and participation by youth.

During the eight-day period from the issue of the writ to the close of rolls for the 2004 federal election, divisional staff processed 423,993 enrolment transactions, including reinstatements but excluding deletions, which represents an increase of 14.6 per cent from the 2001 federal election close of rolls total. A total of 64,898 new enrolments were recorded from persons aged between 18 and 25 (this category includes 17-year-old enrollees who turn 18 on or before polling day). By 30 June 2005, as a result of the 2004 federal election, 15,114

declaration voters were reinstated to the roll after a review of their entitlement had been undertaken in accordance with s 105(4) of the Commonwealth Electoral Act. These electors were personally contacted by field staff, by mail or by telephone, to determine their eligibility to be reinstated to the roll.

Table 4 **People enrolled at 30 June by State or Territory, 1998–2005**

	1998	1999	2000	2001	2002	2003	2004	2005
NSW	4,054,003	4,133,129	4,187,911	4,154,672	4,216,767	4,270,127	4,310,662	4,311,489
Vic.	3,015,405	3,106,115	3,153,514	3,199,570	3,253,105	3,265,797	3,283,191	3,338,389
Qld	2,144,981	2,183,729	2,241,387	2,326,846	2,353,278	2,369,873	2,441,694	2,463,798
WA	1,124,910	1,156,691	1,169,243	1,203,847	1,204,743	1,207,713	1,217,279	1,265,107
SA	989,884	1,018,589	1,030,970	1,024,112	1,052,739	1,044,802	1,039,531	1,054,730
Tas.	320,479	326,374	324,838	325,535	332,896	332,228	335,940	341,172
ACT	205,328	209,063	215,212	214,949	218,735	218,949	223,782	226,737
NT	104,648	106,101	107,776	105,611	109,717	109,250	109,388	113,053
Total	11,959,638	12,239,791	12,430,851	12,555,142	12,741,980	12,818,739	12,961,467	13,114,475

Enrolment continued to increase nationally during 2004–05. However, while New South Wales recorded an increase in enrolment, it was considerably smaller than increases in previous years. This may be attributable to the high number of electors removed by objection in New South Wales, of whom approximately 108,000 have not re-enrolled.

Table 5 **Output 1.1.1—Electoral roll: additional performance results, based on enrolment-specific performance indicators agreed with the Electoral Council of Australia**

Measure	Targets and goals	Results
Quality	<p>An accurate roll of qualified electors</p> <p>Prevent and detect attempts at fraudulent enrolment</p>	<p>100% of electors are qualified at time of enrolment</p> <p>90% of electors are enrolled for their current address</p> <p>No fraudulent enrolments result from lack of, or failure to adhere to, AEC fraud control procedures</p> <p>64 non-citizens were the subject of follow-up action leading to their names being removed from the roll</p> <p>The Sample Audit Fieldwork accuracy measure indicated that, at March 2005, 91.1% of electors were enrolled at their current addresses</p> <p>There were no prosecutions for enrolment fraud during the reporting period</p>
Quantity	<p>Accurate enrolment processing</p>	<p>More than 99.5% of enrolment transactions are correctly processed to critical fields and correctly matched to existing elector records where applicable</p> <p>100% of notified deaths are correctly matched and removed from the rolls within five business days</p> <p>99.5% of transactions were accurately processed—this is measured by the number of corrections required as a result of AEC processing errors, such as identifier number re-linking, duplicate deletions and amendments arising from AEC internal data checks, elector feedback and acknowledgement cards returned to sender</p> <p>92.7% of death deletions were processed within five business days</p>

Table 5 reports on a number of additional performance indicators endorsed by the AEC and its joint roll partners.

The measure of the qualification of electors at the time of enrolment was the number of electors enrolled during the year who were subsequently deleted from the roll on the ground of non-citizenship. This totalled 64 out of the 2.4 million enrolments processed during 2004–05.

The 2005 Sample Audit Fieldwork test of 53,021 addresses included in the CRU program indicates that 91.1 per cent of electors are enrolled for their current addresses, showing an increase compared to 89.5 per cent at the 2004 Sample Audit Fieldwork. This increase reflects the increased CRU activity in the lead-up to the 2004 federal election and the added stimulus of an election in prompting people to update their enrolment details.

All notified deaths of enrolled electors were confirmed by data matching, and the deceased were removed from the roll. However, only 92.7 per cent were removed within five days of notification. Delays were due to difficulties in matching names of deceased electors.

In March 2005 software was purchased to enable analysis and presentation of electoral roll statistical data as part of the development of the EMIS. This will enable the AEC to provide more accessible and targeted statistical enrolment information to stakeholders and to assist in management of the electoral roll. Implementation of the EMIS will occur progressively throughout 2005–06.

Table 6 **Enrolment activity, 1 July 2004 to 30 June 2005**

	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Total
<b>Additions to the roll</b>									
New enrolments	103,019	82,270	53,036	47,445	29,811	7,806	8,086	4,686	336,159
Reinstatements	7,869	3,600	4,204	2,938	521	689	494	164	20,479
Re-enrolments	90,459	75,338	56,638	45,557	22,737	8,091	6,957	4,609	310,386
<b>Transfers into divisions</b>									
Intrastate	156,572	140,955	120,242	81,351	44,398	8,627	3,413	1,927	557,485
Interstate	31,059	25,701	41,245	12,696	9,683	5,907	8,356	7,398	142,045
Intra-division amendment or movement	232,848	206,523	201,529	121,351	71,750	28,850	18,425	11,697	892,973
No change enrolment	43,407	54,076	31,137	30,681	14,636	5,978	4,280	4,639	188,834
<b>Total enrolment forms processed</b>	<b>665,233</b>	<b>588,463</b>	<b>508,031</b>	<b>342,019</b>	<b>193,536</b>	<b>65,948</b>	<b>50,011</b>	<b>35,120</b>	<b>2,448,361</b>
<b>Deletion transactions</b>									
Objections	150,744	83,311	87,911	40,944	25,543	9,071	10,836	5,529	413,889
Deaths	39,005	25,490	19,794	8,490	9,512	3,276	1,135	806	107,508
Duplications	1,612	1,684	1,344	865	478	116	116	208	6,423
<b>Total deletions processed</b>	<b>191,361</b>	<b>110,485</b>	<b>109,049</b>	<b>50,299</b>	<b>35,533</b>	<b>12,463</b>	<b>12,087</b>	<b>6,543</b>	<b>527,820</b>
<b>Total elector transactions</b>	<b>856,594</b>	<b>698,948</b>	<b>617,080</b>	<b>392,318</b>	<b>229,069</b>	<b>78,411</b>	<b>62,098</b>	<b>41,663</b>	<b>2,976,181</b>

Note: National and State/Territory totals for enrolment activity are subject to minor statistical adjustment and will show minor differences from gazetted enrolment details. The figures above do not include new enrolments or changes to enrolment for 17-year-olds.

## Output 1.1.2—Electoral roll updates

The CRU program continues to be the AEC's primary means of reviewing the roll in order to ensure accuracy and currency. The CRU program uses data from external sources, as well as data from the AEC's electoral roll database, to confirm elector details, to identify potential and existing electors who are not correctly enrolled, and to ensure that these electors are contacted to update their enrolments. The process of continually matching the electoral roll database against data from other sources enables the AEC to identify addresses where follow-up action is required.

Table 7 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 7 **Output 1.1.2—Electoral roll updates: performance results**

Measure	Targets and goals	Results
Quality	Vacant addresses eligible for enrolment, after allowance for non-citizen occupants	10% or less  Less than 7% of enrollable addresses were found to be vacant after allowance for non-citizen occupants
Quantity	Number of habitations reviewed	2.5 million per year  Target was not met as background data match was not undertaken. This matching process reviews substantial numbers of habitations for a minimal cost  Approximately 1.68 million unique habitations were reviewed  Of those, 107,664 habitations were reviewed more than once during the reporting period
	Number of enrolment transactions processed from review activities	1.4 million  Almost 1.5 million enrolment transactions were processed as a result of review activities
Price	Cost per habitation	Less than \$4.50  Cost was \$4.99. Target was not met as background data match was not undertaken. This matching process reviews substantial numbers of habitations for a minimal cost

### Performance overview and analysis

During the 2004–05 reporting period, 2,448,361 enrolment forms and amendments to the roll were processed (excluding deletions), with approximately 1.5 million of these transactions attributable to CRU activities. While this represents a 23.4 per cent decrease in CRU-generated enrolment forms compared to 2003–04, that year delivered an unusually high result. Toward the end of 2003–04, in the lead up to the expected federal election, enrolment transactions were stimulated by a large mail review of addresses that had not been reviewed in the previous two years. The review consisted of a mail out of more than 1.9 million letters to more than 1.5 million addresses. A similar large mail review was not undertaken in 2004–05 because in February 2005, as part of its regular monthly mail review program, the AEC commenced a continuous process of reviewing addresses that had not been reviewed for more than two years.

Western Australia and the Australian Capital Territory processed increases in total enrolment transactions, of 56.2 per cent and 26.7 per cent respectively, compared to the 2003–04 reporting period. These increases were largely due to additional review activity undertaken in these locations, which included mail-outs to follow up the 2003–04 national mail review and increased activity related to the Western Australian and Australian Capital Territory elections held during the year.

Total enrolment activity for 2004–05 in Queensland decreased by 21 per cent compared to 2003–04. This decrease may be partly attributable to a temporary suspension in the provision of Queensland Transport Authority data, and partly to an increase in enrolment stimulation during the previous reporting period arising from the Queensland State election conducted in February 2004.

Table 8 **Output 1.1.2—Electoral roll updates: additional performance results, based on enrolment-specific performance indicators agreed with the Electoral Council of Australia**

Measure		Targets and goals	Results
Quality	Electors enrolling correctly	80% of 18–25-year-olds are enrolled to vote	81.4% This target group continues to be a major focus of AEC education programs
		95% of new citizens are enrolled within three months of becoming a citizen	89.7% This target group continues to be a major focus of AEC education programs

Table 8 lists some additional performance results for electoral roll updates, as endorsed by the AEC and its joint roll partners.

Enrolment participation among 18–25-year-olds is estimated at 81.4 per cent at 30 June 2005, an increase of 1.8 percent on the participation level at 30 June 2004. At the close of rolls for the 2004 federal election, it was estimated at 81.7 percent.

The percentage of new citizens enrolling within three months of becoming citizens was 89.7 per cent in 2004–05, slightly lower than 91.7 per cent in 2003–04. However, the federal election may have provided an additional stimulus to enrolment among new citizens, which increased to 98.3 per cent for the first quarter of the financial year.

### CRU Strategic Plan

During 2004–05, a discussion paper was prepared and circulated to members of the Electoral Council of Australia (ECA), to initiate the development of the 2005–08 CRU Strategic Plan. The discussion paper proposed that:

- the working group of ECA members prepare a draft 2005–08 CRU Strategic Plan for consideration by the ECA
- such a plan be a high level document providing direction on strategic issues, as identified in the paper and by ECA members
- as part of the plan revision process, CRU-specific performance indicators be developed
- operational issues considered pertinent by ECA members be included in national or local CRU implementation plans rather than the ECA's CRU Strategic Plan
- appropriate evaluation and accountability mechanisms be put in place to monitor and report on achievements against the plan on a regular basis.

As provided for in the current strategic plan, a revised memorandum of understanding template for 2005–06 was circulated for discussion and agreement between Australian Electoral Officers and their respective State or Territory joint roll partners.

### Data matching

Throughout 2004–05 the AEC continued to utilise data from a range of external sources as a means of checking and updating the electoral roll on a regular basis. From January 2005 the AEC recommenced purchasing data from Australia Post, following a period of 12 months during which receipt of data from this source was suspended while the contract for supply was being renegotiated. Provision of data by the Queensland Transport Authority has been temporarily suspended pending negotiation of an agreement between the authority and the Electoral Commission of Queensland.

With the agreement of joint roll partners, CRU activity was suspended in August 2004 at the announcement of the 2004 federal election. Activities were recommenced in January 2005, except in Western Australia where activity recommenced earlier in order to have the electoral roll as accurate as possible for the expected State election.

At 30 June 2005 there were more than 1.3 million enrollable addresses at which no electors were enrolled. Using AEC habitation data and ABS population data, this figure can be reliably reduced to less than 482,000, because a large number of households that appear to be enrollable are occupied solely by persons who are ineligible to enrol, in most cases because they are not Australian citizens.

Occasionally, the AEC uses full client files from a range of external data providers, including Centrelink and State transport authorities, to conduct data matching in order to review name and address information held on the electoral roll. This method of review is a very cost-effective means of confirming enrolment at a large number of enrollable addresses without the need for direct contact with the residents. Such a review was not undertaken in 2004–05, because of federal election commitments, leading to a substantial decrease in the number of habitations reviewed during 2004–05 (approximately 1.68 million) compared to 2003–04 (approximately 4.67 million). The AEC intends to resume this review activity in 2005–06.

## Sample Audit Fieldwork

In response to recommendations made by both the ANAO and the Joint Standing Committee on Electoral Matters (JSCEM), the AEC commenced a fieldwork audit of a sample of the electoral roll (called Sample Audit Fieldwork or SAF) during February–March 2004. A second fieldwork audit of a sample of the roll was conducted in March 2005. Preliminary findings are provided here for comparison.

Table 9 **Sample Audit Fieldwork results**

Sample Audit Fieldwork measure	2004 final result	2005 preliminary result
Participation	97.7%	98.4%
Completeness of roll	95.2%	96.3%
Accuracy of roll	89.5%	91.1%
Address Register completeness	96.4%	96.2%
Address Register accuracy	93.9%	93.4%

For the purposes of the SAF:

- ‘Participation’ is the measure of eligible persons on the roll regardless of whether they are enrolled in the correct division or at the correct address.
- ‘Completeness’ is the measure of eligible persons enrolled for the correct division, regardless of whether they are enrolled at the correct address.
- ‘Accuracy’ is the measure of persons who are enrolled at the correct address, that is, persons whose details required no change.
- ‘Address Register completeness’ is the measure of the number of valid enrollable (that is, residential) addresses currently on the AEC’s Address Register as a percentage of the number of actual valid enrollable addresses as evidenced by the SAF.
- ‘Address Register accuracy’ is the percentage of current enrollable addresses that have been correctly recorded by the AEC in the Address Register.

The AEC’s analysis of the 2004 SAF indicated that a high percentage of those people who need to enrol or update their enrolment details are being identified through the CRU process, and that:

- Under the CRU program, the rolls are more complete and accurate on a continuous basis than they were previously, under the full doorknock review of all addresses conducted every 18–24 months. This was the main method of reviewing the electoral roll until 1998.
- Regardless of the timing of elections, the CRU program is effective in maintaining continuously high levels of enrolment, unlike the previous system that included doorknock reviews every two years.
- The number of enrolment forms received and processed during a selected three-year CRU cycle is significantly higher than the number in any selected three-year cycle of doorknock reviews, even after taking into account growth in total enrolment over the period.



The analysis also suggested areas with potential for improvement. Accordingly, the AEC will be working to improve its maintenance of the Address Register and conformity to national standards for CRU activity, and to give greater emphasis to non-response fieldwork. A copy of the full report on the 2004 SAF is available on the AEC website. A preliminary report on the 2005 SAF is being prepared and should be available in early 2005–06, with a more detailed report to follow.

## **Full Habitation Review of the Division of Isaacs**

The Full Habitation Review (FHR) of the Division of Isaacs (in Victoria) was conducted to implement a JSCEM recommendation that the integrity of the electoral roll be tested by a total habitation review of a sample electoral division in a State which had not had an election in the 12 months preceding that review. The JSCEM advised the AEC that it was mainly concerned about testing the accuracy of the roll.

The results for the Isaacs FHR, which used 'Accuracy' and 'Completeness' measures as identified for the SAF above, were:

- Accuracy of electors' information—89.2 per cent
- Completeness of the Isaacs roll—96.7 per cent
- Accuracy of Address Register information—96.4 per cent
- Completeness of Address Register information—96.6 per cent.

The results confirmed that the Division of Isaacs roll was accurate and complete despite there having been no recent electoral event to prompt enrolment activities. However, the results of the Isaacs FHR represented only a single division, which is not a statistically valid sample of the roll, and therefore could not be extrapolated nationally.

The AEC also undertook some additional analysis of CRU activities in the Division of Isaacs to establish the context for the results. Like the 2004 SAF, this analysis suggested that CRU is generating more enrolment forms in real terms than were generated under doorknock reviews, and that CRU avoids the marked peaks and troughs in enrolment that occurred under the system of doorknock review. The analysis also suggested opportunities for improvement, such as greater integration of State and federal enrolment review activities. The full report on the 2004 Isaacs FHR is available on the AEC website.

## Output 1.1.3—Roll products and services

The AEC accurately and efficiently produces roll products and services for joint roll partners; senators and members of parliament; registered political parties; medical researchers; government agencies and authorities, including local government; the public; and the AEC itself.

Table 10 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 10 **Output 1.1.3—Roll products and services: performance results**

Measure	Targets and goals	Results	
Quality	Accuracy in products delivered	Greater than 98%	Accuracy of products delivered was greater than 98%
	Delivery deadlines achieved	Greater than 98%	Greater than 98% of delivery deadlines were met; however, some delays occurred due to late receipt of data from external sources
	Stakeholder and customer satisfaction with electoral products and services	4.0 or higher rating on Customer Service Index (0–5)	No stakeholder or customer satisfaction surveys were undertaken in 2004–05
Quantity	Proportion of ordered products supplied	100%	100% of all electoral roll products requested and in accordance with legislative provisions were supplied

### Performance overview and analysis

During 2004–05 the AEC provided a significant number of electoral roll products to joint roll partners, including certified list data for the Tasmanian Legislative Council election, the Australian Capital Territory Legislative Assembly election and the Northern Territory Legislative Assembly election, as well as various State and Territory local government authority and council elections. Enrolment data were also extracted for the 2004 federal election, the 2005 Werriwa by-election and the Western Australian Legislative Assembly and Legislative Council elections.

Electoral roll products were provided to:

- senators, members of parliament and political parties through the Elector Information Access System
- Australian Government agencies and authorities as specified in Schedule 1 of the Electoral and Referendum Regulations 1940
- various local government authorities, including 19 located in New South Wales, 26 in Queensland and 2 in the Northern Territory
- medical researchers
- members of the public and government agencies, including the Public Sector Mapping Authority and the Australian Bureau of Statistics, where the data provided were of a statistical or address nature only.

Further details of the information provided in 2004–05 are available at Appendix E.

Work continued on updating the Roll Products Catalogue in order to provide joint roll partners with a full list of products available from the AEC. This review is expected to be completed by late 2005.

As a result of the *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004* (Access Act), which became law on 21 July 2004, the AEC now makes the electoral roll available electronically for inspection in AEC divisional and head offices. The electronic roll is updated daily and it provides details of the names, addresses, federal divisions, State or Territory districts and local government areas (if applicable) for all electors enrolled in the State or Territory in which a divisional office is located. The AEC's central office, State head

offices and Australian Capital Territory divisional offices provide an Australia-wide version of the electronic roll for public inspection. The AEC has received few complaints regarding the change of availability of the national roll.

In AEC offices, the electronic roll has superseded the use of rolls on microfiche. Microfiche will continue to be produced and supplied to the Australian National Library in Canberra and to State and Territory libraries for inspection by the public.

The public availability of the roll is integral to the conduct of free and fair elections, enabling participants to verify the openness and accountability of the electoral process.

An enrolment verification facility was introduced in July 2004 enabling electors to confirm their enrolment details over the internet.

Also as a result of changes made by the Access Act, the Commonwealth Electoral Act no longer permits the sale of the roll in any format. The AEC has received few complaints about the roll not being available for sale since the change was made.

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historical  
research only

## Output 1.1.4—Support services for electoral redistributions

To ensure that federal electoral divisions remain equally representative (within quite narrow tolerances, save in the case of Tasmania), their boundaries are periodically redistributed (that is, redrawn) in accordance with Part IV of the Commonwealth Electoral Act. The times at which redistributions must commence are fixed by s 59 of the Act.

The AEC provides administrative assistance to redistribution committees and augmented electoral commissions established under Part IV of the Act. The AEC formally documents processes such as appointments and gazettals; facilitates the public consultation and information process; advertises in relation to suggestions, objections and comments from members of the public; produces and publishes maps; and prints and prepares reports for tabling.

Table 11 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 11 **Output 1.1.4—Support services for electoral redistributions: performance results**

Measure	Targets and goals	Results
Quality	Redistribution committees' view of services provided	High level of satisfaction
	Services to redistribution committees	Comply with legislative time frames
Quantity	Support all redistribution committees	One committee
		Support services were provided to one redistribution committee

### Performance overview and analysis

A redistribution of the Australian Capital Territory was commenced during 2004–05 in accordance with the procedures and timetable set out in Part IV of the Commonwealth Electoral Act. The redistribution was necessary under section 59(2)(c) of the Act, which requires that a State or the Australian Capital Territory be redistributed after the expiration of seven years since the last redistribution.

The redistribution did not commence until 30 November 2004, because of the requirements of subsection 59(4) of the Act. This subsection provides that a redistribution which is due to commence within 12 months before the date the House of Representatives is due to expire must instead commence within 30 days after the day of the first meeting of the next House of Representatives.

There was no alteration to the entitlement of the Australian Capital Territory, which remains entitled to representation by two members in the House of Representatives.

The Redistribution Committee for the Australian Capital Territory made its Proposed Redistribution of the Australian Capital Territory on Friday 24 June 2005, at the same time inviting parties so inclined to lodge objections to the proposal. This redistribution will be completed during the 2005–06 year.

There were no representation entitlement determinations made during 2004–05. The next determination is due in November 2005.

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HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
in the order of your choice

**Report on Performance**

**Outcome 2**

**AN IMPARTIAL AND INDEPENDENT  
ELECTORAL SYSTEM**



Remember . . .  
number every box to make your vote count.

# Report on performance: Outcome 2

Figure 6 Outcome 2 performance indicators and outputs

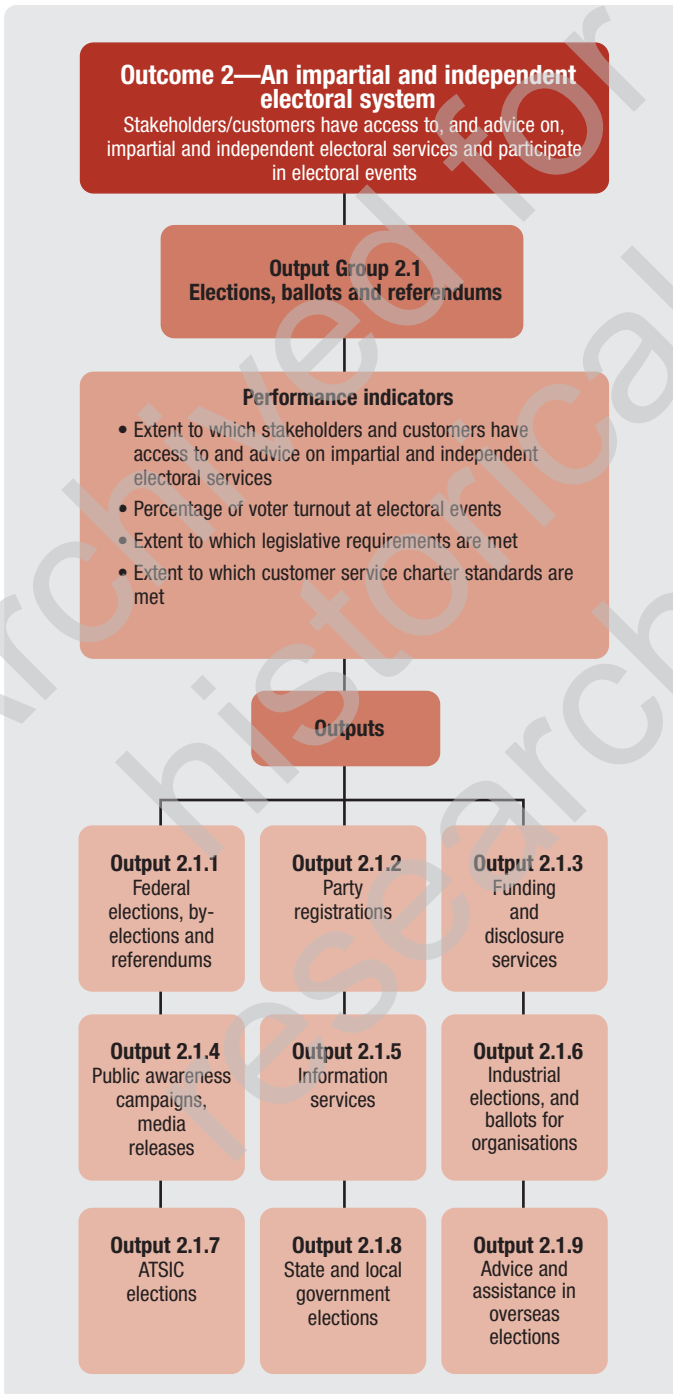


Table 12 Outcome 2 summary of resources

<b>Outcome 2</b>	<b>(1) Budget*</b>	<b>(2) Actual expenses</b>	<b>Variation (column 2 minus column 1)</b>	<b>Budget**</b>
	<b>2004–05 \$'000</b>	<b>2004–05 \$'000</b>	<b>\$'000</b>	<b>2005–06 \$'000</b>
<b>Administered Expenses</b>				
<i>Commonwealth Electoral Act 1918</i>				
Election Public Funding	44,486	42,051	(2,435)	–
<b>Total Administered Expenses</b>	<b>44,486</b>	<b>42,051</b>	<b>(2,435)</b>	<b>–</b>
<b>Price of Departmental Outputs</b>				
<b>Departmental Appropriations</b>				
Output Group 2.1—Elections, ballots and referendums				
Output 2.1.1—Federal elections, by-elections and referendums	92,112	87,509	(4,603)	10,627
Output 2.1.2—Party registrations	582	837	255	639
Output 2.1.3—Funding and disclosure services	2,799	1,934	(865)	1,534
Output 2.1.4—Public awareness campaigns, media releases	6,531	13,306	6,775	1,731
Output 2.1.5—Information services	8,734	7,324	(1,410)	4,764
Output 2.1.6—Industrial elections and ballots for organisations	5,469	4,938	(531)	5,782
Output 2.1.7—ATSIC elections	–	(11)	(11)	–
Output 2.1.8—State and local government elections	1,001	392	(609)	699
Output 2.1.9—Advice and assistance in overseas elections	805	1,766	961	4,367
<b>Subtotal Output Group 2.1</b>	<b>118,033</b>	<b>117,995</b>	<b>(38)</b>	<b>30,143</b>
<b>Revenue from Government (Appropriation) for Departmental Outputs</b>				
Revenue from other sources	927	3,656	2,729	1,300
<b>Total Price of Outputs</b>	<b>118,960</b>	<b>121,651</b>	<b>2,691</b>	<b>31,443</b>
<b>TOTAL FOR OUTCOME 2</b>				
(Total price of outputs and administered expenses)	163,446	163,702	256	31,443
			2004–05	2005–06
<b>Average Staffing Level</b>			<b>408</b>	<b>245</b>
* Full-year budget, including additional estimates				
** Budget prior to additional estimates				

## Review of performance

This section details performance results for 2004–05 by Output Group 2.1—Elections, ballots and referendums. The output group contributes to Outcome 2 through nine outputs:

- federal elections, by-elections and referendums
- party registrations
- funding and disclosure services
- public awareness campaigns and media releases
- information services



- industrial elections and ballots for organisations
- Aboriginal and Torres Strait Islander Commission (ATSIC) elections
- State and local government elections
- advice and assistance in overseas elections.

Table 13 summarises the AEC's overall performance in relation to the indicators and targets for Outcome 2 in the 2004–05 Portfolio Budget Statements.

Table 13 **Outcome 2—An impartial and independent electoral system: overall performance results**

Measure	Targets and goals	Results
Extent to which stakeholders and customers have access to and advice on impartial and independent electoral services	100%	All requests from stakeholders and customers for access to and advice on impartial and independent electoral services were responded to
Percentage of voter turnout at electoral events	96%	Turnout was 94.82% at the 2004 federal election and 85.16% at the Werriwa by-election
Compliance with legislative requirements	100%	100% of legislative requirements were met
Extent to which customer service charter standards are met	100%	100% of customer service charter standards were met

Two key achievements of Outcome 2 were the conduct of the federal election, held on Saturday 9 October 2004, and the conduct of the by-election in the Division of Werriwa, held on Saturday 19 March 2005. The federal election featured record enrolment numbers and the issuing of record numbers of postal and pre-poll votes. It also showcased a revamped virtual tally room and website, and the enhancement of elector services through the AEC call centre, which received a record number of calls. Unfortunately, as discussed earlier in this report, there were some problems associated with the delivery of postal voting material to some electors.

The level of voter participation at the 2004 federal election was 94.82 per cent, which is under the AEC target of 96 per cent. This turnout figure is calculated by dividing the number of Senate votes counted by the close of rolls enrolment figure. The voter turnout at the Werriwa by-election was 85.16 per cent. The average voter turn-out of the past six by-elections (including Werriwa) is 88.58 per cent.

The AEC made 78 changes to the Register of Political Parties in the period, including three registrations and three deregistrations. We also undertook 110 compliance reviews and processed more than 1,000 annual and donor returns.

During 2004–05, the AEC conducted 492 ballots for industrial organisations and assisted State and Territory governments in the conduct of their elections. The AEC conducted three casual vacancy and three officeholder elections for ATSIC Regional Councils.

The AEC provided a range of election support services, such as close of roll processes, in almost all States and Territories during the year.

The AEC provided a range of services to seven countries during the reporting period, and provided an extensive election visitor program to 40 participants during the federal election. The AEC undertook a range of tasks under the Pacific Governance Support Program, launched in August 2004. The AEC also extended its involvement in developing and presenting the Building Resources in Democracy, Governance and Elections (BRIDGE) electoral administrators' course.

## Analysis

All outputs in Outcome 2 met their key performance targets in 2004–05.

In regard to the 2004 federal election, all system enhancements, documents and training activities were delivered on time, except for some delays in the provision of postal votes. For the first time all overseas posts were able to issue ballot papers at the same time they were issued in Australia. The record number of declaration votes were all processed within the same election timeframe as at previous elections. To help manage the increase in declaration votes, the AEC introduced a scrutiny of pre-poll votes on the Sunday after polling day. The outcome of the scrutiny process, conducted under the watchful eye of thousands of candidate-appointed scrutineers and involving many thousands of individual scrutines across Australia, was accepted universally without recourse to the Court of Disputed Returns (two petitions that were related to other issues are mentioned later in this report). Overall, the AEC believes the federal election was conducted successfully. The Werriwa by-election was also conducted successfully and without incident.

AEC staff continued to provide assistance to electoral authorities in the States and Territories and overseas. Two AEC officers also assisted Department of Foreign Affairs and Trade (DFAT) overseas posts in the conduct of voting during the 2004 federal election.

The activities of Output Group 2.1 are covered in more detail in the reports on the individual outputs, which follow.

## Variations to performance targets

There were no changes in performance targets for Outcome 2 and its supporting outputs from those contained in the 2004–05 Portfolio Budget Statements.

## Purchaser–provider arrangements

The *Aboriginal and Torres Strait Islander Commission Act 1989* required the AEC to conduct elections for ATSIC. During April 2005 the Australian Government passed legislation to dissolve ATSIC. The Torres Strait Regional Authority was retained, and the AEC continues to fulfil the requirement to conduct elections for the authority, through Output 2.1.7.

## External scrutiny

### Parliamentary scrutiny

On 18 November 2004 the Forty-first Parliament resolved to form a Joint Standing Committee on Electoral Matters (JSCEM). On 2 December 2004 the Special Minister of State, Senator the Hon. Eric Abetz, requested the JSCEM to inquire into the conduct of the 2004 federal election and related matters. Parliament has traditionally formed a JSCEM soon after each federal election to conduct an inquiry of this nature, and to provide a report of findings and recommendations for legislative and administrative change.

The inquiry commenced in February 2005 and, consistent with previous inquiries, the JSCEM invited submissions from the AEC, members of parliament, and interested members of the public. Public submissions to the inquiry were due on 31 March 2005.

The JSCEM is considering a large number of submissions, and at 30 June 2005 had held three public hearings as part of its inquiry. Further public hearings are planned for the early part of 2005–06. The AEC lodged two submissions (submissions 74 and 165) in the reporting period, and attended at public hearings in Queensland (in Dalby and Ingham) during April 2005. The AEC will be making further submissions to the JSCEM during the course of its inquiry.

Information on the conduct of the inquiry can be found on the JSCEM website, [www.aph.gov.au/house/committee/em/elect04/](http://www.aph.gov.au/house/committee/em/elect04/). The report of the inquiry will be available on the website when it is complete.

## Administrative scrutiny

Certain administrative decisions made by the AEC in relation to elections are subject to review under the *Administrative Appeals Tribunal Act 1975* (the AAT Act), the *Ombudsman Act 1976* and the *Administrative Decisions (Judicial Review) Act 1977* (ADJR Act). Further, complaints about breaches of privacy rights may be lodged with the Federal Privacy Commissioner under the *Privacy Act 1988*.

There were no applications for review of election decisions under the AAT Act. No review applications were made under the ADJR Act.

The Federal Privacy Commissioner is investigating one complaint in relation to postal voting for the 2004 federal election. The investigation is continuing.

During the 2004–05 financial year, one complaint was lodged with the Commonwealth Ombudsman in relation to the AEC's administration of an election. The Ombudsman determined that the AEC had taken responsive, accurate and responsible action in the circumstances.

Two complaints were lodged by electors with disabilities with the Human Rights and Equal Opportunity Commission (HREOC), regarding access to polling places.

In the first matter, an unsuccessful conciliation conference between the complainant and the AEC was held in March 2005. The HREOC has decided to terminate the complaint because it is satisfied that there is no reasonable prospect of conciliation.

In the second matter, a successful conciliation conference between the complainant and the AEC was held in June 2005. Several commitments were made by the AEC and, as a result, the complainant indicated that she would withdraw her complaint.

## Judicial scrutiny

### Injunctions

During an election period, injunction applications (if any) are normally made under s 383 of the Commonwealth Electoral Act. This section allows either the Electoral Commissioner or a candidate at the federal election to apply to the Federal Court for an injunction to stop potential breaches of the Commonwealth Electoral Act being committed. During the election period, and up to the close of polling, no applications were filed under s 383 of the Commonwealth Electoral Act.

There was one application under the ADJR Act challenging the determination of the order of names on the ballot paper for the Division of Gellibrand in Victoria. This action arose as a result of the AEC's decision to undertake a re-draw under the procedure provided for in s 213 of the Commonwealth Electoral Act, following an incident that occurred during the original draw.

The challenge was dismissed at first instance but was appealed to the Full Court of the Federal Court. The appeal was dismissed. See *Assaf v Australian Electoral Commission* [2004] FCAFC 265 (30 September 2004).

### Petitions

For the 2004 federal election, two petitions were lodged with the High Court of Australia sitting as the Court of Disputed Returns. On 7 February 2005, Gummow J referred both matters to the Federal Court of Australia (Queensland Registry) pursuant to s 354(1) of the Commonwealth Electoral Act. Both matters were dismissed.

A petition was made challenging the return of the Hon. Warren Entsch as the Member for Leichhardt in Queensland, in *Hudson v Entsch* [2005] FCA 460. The petitioner, Mr Hudson, alleged that Mr Entsch had contravened s 327 of the Commonwealth Electoral Act. Section 327 makes it an offence to 'hinder or interfere with the free exercise or performance, by any other person, of any political right or duty that is relevant to an election under this Act.'

Mr Hudson had erected signs in and around Cairns depicting a caricature of Mr Entsch and thus opposing his candidature. When interviewed by a local television news program about the signs, Mr Entsch suggested that the

signs were defamatory. He also suggested that people knock the signs down. It was the act of inducing people to knock down the signs that supported Mr Hudson's allegation that Mr Entsch had contravened s 327.

On 31 March 2005, Dowsett J dismissed the petition, holding that the alleged conduct in question did not come within the terms of conduct prohibited by s 327. The written judgment was handed down on 26 April 2005 and is available at [www.austlii.edu.au](http://www.austlii.edu.au).

There was also a petition challenging the return of the Hon. Gary Hardgrave as the Member for Moreton in Queensland, in *Wheelely v The Australian Electoral Commissioner* [2005] FCA 473. The petition was concerned with the operation of compulsory preferential voting prescribed by s 240 of the Commonwealth Electoral Act.

On 21 April 2005, Kiefel J noted that the validity of s 240 was confirmed in *Langer v Commonwealth* (1996) 186 CLR 302, and that the petition failed to comply with the requirements in s 358 of the Commonwealth Electoral Act, which operated as a bar to proceedings. The judgment is available on [www.austlii.edu.au](http://www.austlii.edu.au).

### **Prosecutions**

As at 30 June 2005, no proceedings had been instituted by a public authority (namely, the AEC, the Director of Public Prosecutions or the Australian Federal Police) pursuant to Part XXI of the Commonwealth Electoral Act.

The AEC understands that one private prosecution under s 350 of the Commonwealth Electoral Act is ongoing in the Tweed Heads Local Court in New South Wales. The AEC is not a party to the matter.

After each election the AEC undertakes compulsory voting enforcement action. This commences with the despatch of notices to those electors who had apparently failed to vote and can ultimately lead to prosecution in some cases. Following the 2004 election, 458,952 notices were sent to electors, and 10,889 were sent to electors following the Werriwa by-election. Any prosecution action must be instituted within 12 months following polling day.

### **Developments since the end of the financial year**

JSCEM hearings will continue in July and August 2005, and the JSCEM is expected to deliver its report in October 2005. The AEC expects that the outcome of the report will be of significance in the context of preparing for the next election.

### **Service standards**

The performance of Outcome 2 outputs against customer service standards is discussed in the Management and Accountability section, and in Appendix J.

## Output 2.1.1—Federal elections, by-elections and referendums

The AEC conducts parliamentary elections in accordance with the requirements of the Commonwealth Electoral Act. Output 2.1.1 covers the planning, management, evaluation and reporting of the conduct of federal elections, by-elections and referendums.

During 2004–05 a federal election and a by-election were conducted. Post-election conferences were held at the State and national levels to evaluate the performance of election systems and procedures.

Table 14 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 14 **Output 2.1.1—Federal elections, by-elections and referendums: performance results**

Measure	Targets and goals	Results	
Quality	Operational systems, equipment and procedures for the electoral event	100% in place, on time	Systems, equipment and procedures were in place for the 2004 federal election  Timetables were met, with the exception of the delivery of some postal votes
	Compliance with legislative requirements	100%	All legislative requirements were met for the electoral events held during the year
	Logistical capacity to conduct by-elections	100%	Systems, equipment and procedures were in place to successfully conduct the Werriwa by-election held in March 2005
	Electoral litigation cases with costs ordered against the AEC	Between nil and 5%	There were no costs awarded against the AEC for electoral litigation cases
	Complaints of electoral offences against the <i>Commonwealth Electoral Act 1918</i>	100% dealt with appropriately	100% of complaints were dealt with appropriately
Quantity	Level of preparedness to conduct elections	Ability to conduct one federal election and necessary by-elections	Systems, equipment and procedures were in place for the conduct of electoral events during the year

## Performance overview and analysis

### Overview

In accordance with the requirements set out in the Commonwealth Electoral Act, the AEC conducts federal elections and by-elections.

In preparation for these events, all systems, procedures and guidelines were reviewed, enhanced and tested regularly. Two practice events involving full tests of election systems and related procedures were run prior to the 2004 election: the first in 2003, and the second in July and August 2004.

System enhancements identified after the 2001 election were completed, tested and used in the trial elections. User guides for all election management subsystems were rewritten and published on the AEC intranet for all staff to access online.

At a national operations conference held in July 2004 in Canberra, senior operations staff from all States and Territories met to review and finalise the plans and procedures for the federal election.

The internet-based training for polling officials who issue declaration votes, introduced for the 2001 election, was enhanced. A greatly increased number of officials used the internet training option, as an alternative to attending face-to-face training—this was particularly advantageous for polling officials in rural areas. An internet-based training course was also developed to assist DFAT and Austrade staff at overseas posts to manage the election process.

Arrangements were finalised with DFAT and Austrade to provide voting services in 101 overseas posts. All voting materials were in place overseas prior to the announcement of the election, and ballot papers were made available overseas at the same time as they became available in Australia.

Cardboard polling equipment was manufactured and stored by the contractor in readiness for delivery upon the announcement of the election. Forms and materials were in place prior to the announcement. The AEC is negotiating a three-year extension of existing election-based contracts for the provision of cardboard equipment, declaration vote envelopes and scanning services.

The scanning of certified lists of voters was outsourced for the 2004 election, following a decision by the AEC to not replace outdated in-house scanning equipment. By means of a tender process, a contractor was selected to perform scanning services and to produce reports to identify apparent non-voters and multiple voters. The use of new technology also provided for electronic access to images of the certified list pages. Previously, divisional staff had to access the actual certified list pages manually to investigate any issues.

State and Territory post-election conferences provided feedback on the performance of systems and the adequacy of procedures and guidelines used during the 2004 federal election. This information was used to develop recommendations for the further enhancement of systems. These recommendations were presented at the national post-election conference held in Canberra in April 2005.

### **2004 federal election**

The 2004 federal election was announced on Sunday 29 August 2004, and the writs to trigger the election process were issued on Tuesday 2 September 2004. The timeframe for this election included an additional six days between the close of rolls on 7 September and the close of nominations on 16 September. This additional week had a significant impact on postal voting, as many more voters applied for postal votes before it was possible to provide voting material.

Record numbers of postal votes and pre-poll votes were issued at the election, although the number of absent votes issued remained consistent with the 1998 and 2001 election numbers.

Election day 9 October 2004 saw the culmination of planning and preparation that had been occurring at all levels of the AEC since 2002. Many aspects of the election went according to plan; however, as mentioned earlier in this report, there were some problems encountered with delivery of material to some postal voters in parts of Australia, predominantly in Queensland. This was overcome by a special proclamation which allowed those electors to vote after polling day.

Votes cast on election day were counted efficiently and results were provided progressively during the evening on the AEC website and to the national tally room in Canberra. The post-election day exchange of declaration votes issued within Australia and overseas was achieved in accordance with plans and, as these votes were processed, results were updated.

The writs stating the results for the House of Representatives, and results for the Senate elections in the Australian Capital Territory and the Northern Territory, were returned to the Governor-General on 11 November 2004. The writs stating the results for the Senate elections in the States were returned to State governors between 1 November and 5 December 2004.

A range of post-election evaluation activities has been undertaken by the AEC since election day, with the common aim of improving services for the next federal election. Particular attention is being given to the recommendations from the Minter Ellison report relating to postal voting.

## Werriwa by-election

On Saturday 19 March 2005, the AEC conducted the by-election in the Division of Werriwa. As for the 2004 federal election, a large number of postal vote applications were received; however, the timeframe did not include the additional week between close of rolls and nominations. A feature of the postal voting system is that the House of Representatives ballot paper is attached to the declaration envelope. Because of the high number of candidates, 16, the system had to be enhanced to allow this to occur.

All by-election arrangements were effectively put in place for election day and results were provided progressively on the AEC website. The writ endorsed with the result was returned to the Speaker of the House of Representatives on 6 April 2005.

## Analysis

Over the past five electoral events there has been an increasing trend toward declaration voting (which comprises absent, postal, pre-poll and provisional votes). At the 2004 federal election, of the 12,644,207 votes cast, 2,448,748 or 19.37 per cent were declaration votes. This represents a 59.62 per cent increase over the number of declaration votes in the 1993 election. There was only a 6.51 per cent increase in ordinary votes over the same period. Ordinary votes as a percentage of event enrolment have decreased from 84.08 per cent at the 1993 election to 77.84 per cent at the 2004 election. The shift from ordinary voting to declaration voting has significant financial implications for the AEC, as all forms of declaration voting are much more costly to administer than ordinary voting. Table 15 shows a summary of Senate votes cast at the past five federal elections.

Over the period 1993 to 2004, all categories of declaration votes have increased their proportion of the total votes cast. The most dramatic increase occurred with pre-poll and postal votes, which increased by 99.59 per cent and 95.85 per cent respectively over the 11-year period. Postal votes, as a proportion of votes cast, increased from 4.19 per cent at the 2001 election to 5.22 per cent at the 2004 election. Similarly, pre-poll votes cast increased from 4.95 per cent at the 2001 federal election to 5.96 per cent at the 2004 federal election. These figures represent a significant trend toward early voting. Even more dramatic, as indicated by the chart below, has been the increase in postal votes issued: since 1993 these have increased by 113.74 per cent. The difference between the postal vote issued and cast figures typically represents voters who apply for a postal vote then actually vote by other means.

Figure 7 **Enrolment and key declaration voting trends: 1993–2004**

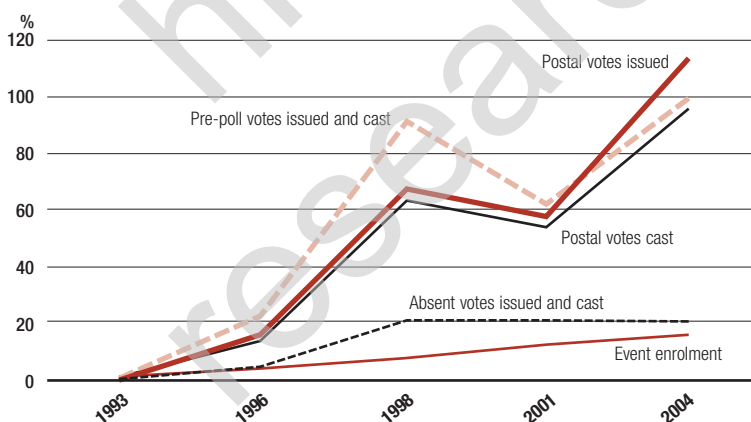


Table 15 **Senate votes cast between 1993 and 2004**

	1993		1996		1998		2001		2004	
Declaration votes	No. votes	% votes cast	No. votes	% votes cast	No. votes	% votes cast	No. votes	% votes cast	No. votes	% votes cast
Absent votes	706,786	6.36	741,397	6.45	857,159	7.25	852,054	6.92	853,505	6.75
Provisional votes	112,344	1.01	174,419	1.52	180,888	1.53	165,177	1.34	180,865	1.43
Pre-poll votes	377,798	3.40	462,418	4.02	724,882	6.13	610,122	4.95	754,054	5.96
Postal votes	337,144	3.04	383,264	3.33	549,961	4.65	516,434	4.19	660,324	5.22
Ordinary votes total	9,572,351	84.08	9,737,404	82.94	9,513,301	78.27	10,172,617	80.04	10,195,459	77.84
Declaration votes total	1,534,072	13.47	1,761,498	15.00	2,312,890	19.03	2,143,787	16.87	2,448,748	18.69
<b>Total votes</b>	<b>11,106,423</b>	<b>97.56</b>	<b>11,498,902</b>	<b>97.94</b>	<b>11,826,191</b>	<b>97.30</b>	<b>12,316,404</b>	<b>96.91</b>	<b>12,644,207</b>	<b>96.53</b>

Note: Percentages do not total 100 as informal votes are not shown.

This table shows the total number of votes cast, which exceeds the number of votes counted because some declaration votes are excluded from the scrutiny.

These figures comprise enrolment at the close of rolls with subsequent adjustments such as the removal of the names of electors who died after the close of rolls, and the reinstatement of eligible electors previously removed from the roll.



## Virtual tally room



In planning for the 2004 federal election, the AEC undertook a substantial redevelopment of its election results systems. The public face of this activity was a new online virtual tally room (VTR).

One of Australia's most visited online facilities, the VTR operated from 6 pm on election night 2004. Updates occurred every couple of minutes on the night and then regularly in the weeks following until all results were finalised. The VTR supplements the AEC National Tally Room on election night and becomes the primary source of progressive and final results in the post election period.

On election night, the VTR received over 13.5 million hits, provided 3.2 million page views and handled more than 42,000 unique visitors.

The 2004 VTR provided a far greater number of results screens when compared to the 2001 version and offered a new look and feel, better navigation features and improved accessibility.

There are a number of operational and technical challenges in having the VTR in place and ready for election night. In order to bring together what is a very complex product, AEC planning for all aspects of the VTR and its implementation commenced over a year before election day.

The screenshot shows the AEC Virtual Tally Room website interface. The main heading is 'virtual tally room ONLINE ELECTION RESULTS'. Below this, it displays '2004 FEDERAL ELECTION FACTS & FIGURES'. There are three bullet points:
 

- AEC's website received 13,500,000 hits on election night.
- Coverage of the sites for the 2004 Federal Election has been completed.
- The Voting Figures page provides the results for various states and federal seats. Tables, the percentage of votes and compared to previous.
- The election results and analysis on this website are updated at 05:00:00 (AEST) PM.

 Below the text is a table titled 'RESULTS OF REPRESENTATIVE NATIONAL TWO PARTY PREFERENTIAL SYSTEM'. The table has columns for Candidate, Votes, Percentage of Votes, and Swing. The data is as follows:
 

Candidate	Votes	Percentage of Votes	Swing
Coalition	5,779,300	47.24	+1.0
Australian Labor Party	6,289,300	47.20	-1.0

 Below this is a 'SUMMARY OF RESULTS BY STATE' table with columns for Party, NSW, VIC, WA, SA, TA, NT, ACT, QLD, WA, and a 'Result' column. The data is as follows:
 

Party	NSW	VIC	WA	SA	TA	NT	ACT	QLD	WA	Result	Last Election
Australian Labor Party	3	18	0	0	0	0	0	0	0	18	18
Coalition	3	18	11	10	0	2	0	0	0	14	18
Independent	0	0	0	0	0	0	0	0	0	0	0
QLP - The Queensland Party	0	0	0	0	0	0	0	0	0	0	0
Independent	0	0	0	0	0	0	0	0	0	0	0
TOTAL	30	37	30	10	11	2	0	0	0	100	100
Overall %	18.76	18.47	18.18	18.75	18.75	0.00	18.00	18.00	0.00	18.75	18.75

 The AEC logo and 'AEC info centre' are visible in the bottom right corner of the screenshot.

## Output 2.1.2—Party registrations

The Register of Political Parties is maintained by the AEC, as required by the Commonwealth Electoral Act. Although registration is not compulsory, it is attractive to political parties because it:

- enables party affiliation details to be included on the ballot papers of endorsed candidates and Senate groups
- identifies parties eligible to receive public funding
- identifies parties required to submit annual financial returns.

The AEC receives and processes applications for registration and for changes to the details contained in the register. It also regularly reviews parties' continuing eligibility for registration.

The Register of Political Parties is freely available for public inspection on the AEC website.

Table 16 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 16 **Output 2.1.2—Party registrations: performance results**

Measure	Targets and goals	Results	
Quality	Compliance with legislative requirements	100%	All applications were processed in accordance with legislative requirements
	Accuracy and currency of the Register of Political Parties	100% at all times	Three parties were deregistered (two for failing to contest elections and one voluntarily)  Eight membership reviews of non-parliamentary parties were in progress at 30 June 2005
	Registration of new parties and amendments to the register	100% within specified time frames	Three parties were registered during the year, with two applications under consideration at 30 June 2005  All changes to the register were made within specified timeframes (having regard to the statutory requirement that applications not be processed over an election period)
Quantity	Ability to process all applications and changes to the Register of Political Parties during the year	Estimated 10 applications and 80 changes during year	78 minor changes to the register were processed  In addition, three applications to change party names, or abbreviated names, were processed and objections assessed
Price	Cost of applications or changes to the register	Less than \$11,300 per application or change	The prescribed fee for applications for registration and for name changes is \$500  The average cost to the AEC of advertising each application was \$8,361, and each name change was \$7,309

### Performance overview and analysis

There were 63 registered political parties at 30 June 2005, the same number as were registered at 30 June 2004. Three parties were registered and three were deregistered during the 2004–05 financial year.

In addition, 78 changes were made to party details on the Register of Political Parties. These reflect, in part, the appointment by parties of registered officers and deputy registered officers responsible for the nomination of endorsed candidates for the 2004 election. They also reflect AEC action in circulating register details to parties prior to the election, with the request that these be reviewed and corrected as necessary.

The Commonwealth Electoral Act prohibits the AEC from processing an application for registration or from reviewing a party's eligibility for registration during an election period. In addition, the AEC adopts a policy of not

deregistering a party during an election period. The effect of this was to delay the handling of certain applications and reviews over the period of the 2004 election.

Administration of the '500 rule', requiring parties without a parliamentary member to have a minimum of 500 members who are not counted as members of any other party for registration purposes, continues to present challenges for smaller parties. A number of parties have difficulty in maintaining the records necessary to establish that they meet this rule.

The formal judgment in the High Court appeal by the Democratic Labor Party of Australia arising out of an AEC attempt to review the party's eligibility to remain registered was published on 8 September 2004 (see *Mulholland v Australian Electoral Commission* (2004) 209 ALR 582). As previously reported, the decision the High Court handed down in May 2004 found in favour of the constitutional validity of the registration review provisions.

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## Output 2.1.3—Funding and disclosure services

The funding and disclosure provisions of the Commonwealth Electoral Act are intended to improve the integrity of the electoral process by:

- informing the electorate about major donors to political parties, groups and candidates
- informing the electorate about specified categories of expenditure by those involved in the electoral process
- appropriating public money to help fund the election campaigns of political parties and independent candidates.

The AEC receives and processes financial disclosure returns and makes these available for public inspection on its website. The AEC also conducts compliance reviews of the disclosures made by political parties and associated entities. After each election or by-election, the AEC pays public-funding entitlements to candidates and parties as required by the Commonwealth Electoral Act.

Table 17 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 17 **Output 2.1.3—Funding and disclosure services: performance results**

Measure	Targets and goals	Results
Quality	Compliance with legislative requirements	100% No prosecutions were instituted in 2004–05
	Public funding payments comply with statutory requirements and timeframes	100% \$41.9 million in election funding was paid for the 2004 election within the statutory timeframe \$0.1 million was paid for the Werriwa by-election within the statutory timeframe
	Availability of annual returns and candidate returns for public inspection	100% on prescribed dates All returns lodged by the due date were processed for public inspection by the prescribed days
	Compliance with legislative timeframes for publication of returns	100% All returns were published on the internet on time
Quantity	Processing of annual returns	180 expected 80 party annual returns and 31 amended returns were processed, together with 75 associated entity annual returns and 8 amended returns
	Processing of donor returns	1,000 expected 934 donor returns and 29 amended returns were processed
	Ability to conduct compliance reviews in accordance with requirements	100 expected 58 party and 52 associated entity compliance reviews were conducted
		No review was conducted during the 2004 election period

### Performance overview and analysis

The number of political party and associated entity returns shows a slight increase compared to the number received in 2003–04. The 934 donor returns received and processed in 2004–05 is less than the 1,200 returns in 2003–04, with the number of donor returns approximating the average for the 2001–02 and 2002–03 periods.

The AEC processed 80 party returns and 31 amended returns, as well as 75 associated entity returns and eight amended returns. In addition, the AEC received and processed 2,962 election period financial disclosure returns from candidates, Senate groups, third-party donors and media outlets.

The amount of press comment (including editorial comment) following the release of the annual returns on 1 February 2005 and the release of the election returns on 29 March 2005 shows that there continues to be considerable interest in the output of the financial disclosure scheme.

Notwithstanding this public interest, the AEC was required to invest considerable resources in reminding parties and associated entities, and election participants, of their disclosure obligations. There are also continuing data quality concerns, as demonstrated by the number of amended returns being lodged, usually as a result of AEC compliance review activity.

The risk assessment model upon which the AEC compliance review program is based and the compliance review procedures in use continue to be refined and developed in the light of experience. In 2004–05, greater attention was paid to the inclusion of party unit data in party returns, and pilot 'desk-top' reviews (based on documentation supplied to the AEC) were successfully trialled.

Annual and election period financial disclosure returns are made publicly available on the AEC website. The inclusion of media returns for the 2004 election means that, with effect from the 2004 election, all categories of disclosure returns are now freely available on the internet.

The numbers of visitors to the annual returns and elections returns areas of the website over the period January to June 2005 were in excess of 5,000 and 2,600 respectively. There were 1,659 visitors to the annual returns website in February (following the 1 February 2005 release of data) and 806 visitors to the elections returns website in April (following the 29 March 2005 release of data).

The AEC considers financial disclosure matters that come to its attention (for example, through media reports) where this appears to be warranted on the basis of the information that is available. It does this to determine whether disclosure obligations have been met. The outcomes of the AEC consideration of seven such matters were published on the website during 2004–05.

Public election funding of \$41,926,159 was paid for the 2004 election, in accordance with the formula and timetable established by the Commonwealth Electoral Act. This represented an 8.7 per cent increase over the amount of \$38.56 million paid for the 2001 election. A further \$108,034 was paid for the Werriwa by-election. Direct deposit of party payments was used for the first time for the 2004 election.

The JSCEM inquiry into disclosure of donations to political parties and candidates lapsed at the 2004 election. The inquiry was referred again to the JSCEM on 30 November 2004. No AEC input was required during 2004–05. Earlier AEC submissions to the inquiry made recommendations on a number of issues arising from the operation of the disclosure scheme.

## Output 2.1.4—Public awareness campaigns, media releases

The AEC conducts public awareness campaigns to promote public knowledge of and participation in the electoral process, as required by the Commonwealth Electoral Act.

The development, implementation and evaluation of an extensive campaign designed to increase public awareness of, and participation in, the 2004 federal election was the prime focus of the AEC in this area over the 2004–05 reporting period.

National and local advertising, public relations activities and publications formed part of a wider, integrated communications strategy for the election, which also included a telephone inquiry service, an interpreting telephone service and the AEC website. These additional elements are discussed under Output 2.1.5.

Table 18 summarises the AEC's performance during the year against the indicators and targets in the 2004–05 Portfolio Budget Statements.

Table 18 **Output 2.1.4—Public awareness campaigns, media releases: performance results**

Measure		Targets and goals	Results
Quality	Voter turnout	96%	Turnout of eligible voters was 94.82% for the Senate and 94.32% for the House of Representatives at the 2004 federal election  85.16% of eligible voters turned out for the Werriwa by-election
	Formal votes	96%	96.25% of the Senate votes and 94.82% of the House of Representatives votes cast at the 2004 federal election were formal
	Awareness and understanding by the public of AEC electoral campaigns	80%	Research showed that an estimated 84% of electors had seen particular AEC electoral campaign television commercials  Other activity, including AEC media, public relations, call centre and website activities, augmented the overall electoral campaign  During the election more than 90% of electors surveyed felt informed about how to vote and how to make their votes count
	Accuracy of information provided	95%	All printed publications and media releases were accurate, minor clarifications were made on the website
Quantity	AEC-initiated stories obtain media coverage	75% of stories	It is estimated that 100% of the key messages in the public information campaigns received media coverage
	Voter coverage achieved through advertising campaigns	100%	Voters in all metropolitan and non-metropolitan areas were covered by AEC election advertising

### Performance overview and analysis

During 2004–05, the AEC provided media advice and public relations services to a range of internal clients, including the Redistribution Secretariat, to assist with the publication of media releases relating to the redistribution of federal electoral divisions in the Australian Capital Territory. In addition, media releases were developed and distributed in relation to funding and disclosure activities, the Youth Electoral Study, the availability of an online enrolment verification facility, and the results of an inquiry into postal voting.

The AEC implemented a comprehensive public awareness campaign in concert with the 2004 federal election to raise electors' awareness of their rights and obligations, maximise voter turnout, and minimise the informal vote.

The campaign included:

- election advertising and public relations campaigns
- community seminars
- media liaison and media briefings (more than 30 media releases were distributed and about 2,000 radio, television or newspaper interviews were undertaken by AEC staff members)
- targeted education programs and presentations for people with particular information needs, such as indigenous people, young people and people with reading disabilities or hearing disabilities
- information on the AEC website
- hard-copy electoral publications, such as the householder leaflet.

Internal reviews and external research undertaken to evaluate the campaign's results consistently demonstrated success in meeting its overall aims.

Post-election research into the success of the AEC's advertising campaign found that the campaign had been effective in communicating the key messages about enrolling to vote, voter services and voting formality. In particular, the research findings indicated that particular phases of the advertising campaign, such as the enrolment phase, were highly successful in achieving awareness among electors.

An analysis of the results of the 2001 federal election indicated high levels of informal voting in particular electorates in the south-western area of Sydney. During August and September 2004, the AEC conducted community election information sessions in migrant resource centres in five electorates in this area, namely: Reid, Parramatta, Fowler, Blaxland and Chifley.

In the lead-up to and during the federal election campaign, the AEC provided media comment on various issues, including on silent enrolment, provisions for using the electoral roll data, and postal voting.

By answering media inquiries about silent enrolment in the weeks before the election was announced, the AEC was also able to articulate some timely general messages about the need for eligible electors to be correctly enrolled. During the election campaign the AEC also responded to a large number of media inquiries about postal voting, particularly in relation to a significant delivery problem of postal votes in Queensland. While some media coverage sought to amplify the issue beyond the facts, AEC media responses at both a strategic and practical level were consistently aimed at ensuring that affected electors were kept advised of how assistance could be obtained.

A successful public awareness and advertising campaign was also conducted during the Werriwa by-election. The by-election received a high level of local and national media interest. During the by-election period more than 12 media releases were distributed, and many radio, television or newspaper interviews were undertaken by AEC staff. Historically it has been more difficult during by-elections compared to general elections to generate media reporting of key AEC messages about enrolment and voting. Some coverage was achieved in New South Wales metropolitan and local media during the Werriwa public awareness campaign. The AEC also advertised in metropolitan and local press to ensure that important by-election arrangements including early voting options and polling place locations were publicised.

## Output 2.1.5—Information services

The AEC provides a range of information services and products to ensure that the public has access to accurate and timely electoral information. These include:

- a telephone inquiry service
- a telephone interpreter service
- a website
- a series of publications and digital products.

A dedicated national AEC call centre operated during the 2004 federal election period. Outside the election period, telephone calls to the national 13 23 26 number were diverted to the nearest divisional office.

Table 19 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 19 **Output 2.1.5—Information services: performance results**

Measure	Targets and goals	Results	
Quality	Proportion of information provided that is accurate	95%	Published information was accurate
	Proportion of customer inquiries fully resolved within 24 hours	95%	Most customer inquiries were resolved locally at one of the AEC's 130 offices within 24 hours  A dedicated national AEC call centre operated during the election period, and received in excess of 600,000 calls  During the election period significant additional resources were allocated to handle over 17,000 email inquiries
	Proportion of publicly accessible information, including the website, that is up to date, user friendly and accessible	95%	Information on the website was up to date, generally user friendly, and accessible
Quantity	Proportion of AEC information publications accessible through the AEC website	100%	All printed publications produced in 2004–05 were accessible through the AEC website
Price	Proportion of information standard products available free of charge to AEC customers	100%	All information standard products were available free of charge
	Proportion of specialist publications supplied at cost-recovery prices	100%	Specialist publications, including some detailed maps, were supplied at cost-recovery prices only

### Performance overview and analysis

#### Information provision

##### Continuing arrangements

The AEC continued to provide electoral information in various formats during 2004–05.

There was an increase in the number of people accessing the AEC's website to view a range of AEC materials, such as publications, historical election results and general information. The website operated efficiently during the year, handling in excess of 140 million hits and 10 million page views.



The customer inquiry email service (info@aec.gov.au) was well utilised. The service received approximately 17,000 requests for information, including more than 4,400 inquiries from overseas.

### **Federal election arrangements**

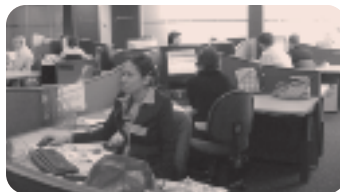
For the 2004 federal election the AEC contracted its call centre services to Centrelink. As the case study on page 59 shows, the AEC–Centrelink partnership provided a high-quality, cost-effective service.

As discussed in the case study on page 50, the AEC's online election results system, the virtual tally room, underwent a major redevelopment for the 2004 federal election. The AEC telecommunication service provider, Optus, in conjunction with its partner Hostworks, provided web hosting and support activities for the election. The enhanced virtual tally room provided a robust system that reflected the increase in client demand and presented AEC customers with reliable, rapid access to a greatly increased range of results pages containing up-to-date information.

To better service customers the AEC also introduced an online enrolment verification facility that enables electors to verify their personal enrolment details on the Commonwealth electoral roll. This facility does not provide the electoral roll in a downloadable format, and does not contain silent elector information.

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## Call centre partnership



For the 2004 federal election, the AEC established a successful business partnership with Centrelink to deliver a high-quality, cost-effective call centre and order-fulfilment service. The partnership enabled the AEC to reap the benefits of Centrelink's:

- expertise in call centre service delivery
- strong customer service culture
- significant information technology platform
- national telephony systems, including its sophisticated interactive voice recognition system.

The AEC's national inquiries number, 13 23 26, operated from seven Centrelink call centres networked to operate as one virtual call centre—one each in Adelaide, Brisbane, Bunbury (Western Australia), Newcastle (New South Wales) and Perth, and two in Melbourne. Up to 475 permanent and temporary operators were trained to support the federal election service, which operated from 8 am to 8 pm local time, seven days a week, for a period of 52 days (from 30 August to 22 October).

Operators were provided with an AEC-developed, web-based content delivery application to assist electors with election inquiries. The application was designed to deliver:

- consistent electoral information, including scripts for core questions and answers
- forms, interactive databases, images of documents and other supporting information
- a simple browser-based facility
- a system that could be accessed from Centrelink call centres nationally
- a simple application that could be managed internally by the AEC, while the intellectual property rights were retained by the AEC.

The call centre service received approximately 630,000 calls, of which 485,000 were answered by a human operator. The remaining 145,000 successful calls were answered automatically by the interactive voice recognition technology. Some 33,500 electoral product requests were also electronically submitted to a central mailing house for fulfilment.

The successful business partnership and the federal election call centre and order fulfilment service represented a good example of intra-government relationships throughout all stages of the project. The project was delivered on time and within budget, and provided a sound foundation from which future joint business relationships can be forged.

The experience of the 2004 election identified a number of areas where the call centre service might be further improved for the next federal event. For example, some call centre operators had difficulty in advising particular callers of their most convenient polling or pre-polling location. This was largely because the call centre software did not contain a sophisticated Australia-wide geographical locator to easily and rapidly match callers' addresses to nearest polling place. This created some problems in Western Australia and the Northern Territory and with state border towns such as Albury/Wodonga and Gold Coast/Tweed Heads. The costing of a suitable software solution to this issue and a greater emphasis on training operators on these aspects will be considered for the next federal election.

## Research

Conducting research is a fundamental part of the AEC's business, as well as one of its legislated functions under the Commonwealth Electoral Act. The AEC Research Section conducts and promotes research into electoral matters for a diverse range of purposes, including responses to parliamentary requests, performance monitoring, program development and evaluation, applied policy research, market testing and benchmarking. The key achievements of the AEC during 2004–05 are identified below.

### Strategic objectives

The role of research in the AEC was debated at the executive level during the year, and agreement was reached that there was a need for evidence-based policy and strategic development. Accordingly, a research strategic plan was compiled, and priority projects to be undertaken by the AEC were identified. The research framework is linked to the major areas of focus set out in the strategic plan.

### Voting and homeless persons

In 2004, the AEC entered into a joint venture with Swinburne University in Victoria to undertake a project that conducted research into homeless persons and their attitudes to the electoral system. The research was aimed at better understanding and identifying obstacles homeless people face in connection with election participation.

The study found that the main factors that discourage homeless people from voting are exclusion from social life, disillusionment with government, and a lack of resources for anything but basic needs.

### Youth Electoral Study

The four-year study, funded by the AEC and the Australian Research Council, commenced in May 2003 and is being conducted jointly by the AEC, the University of Sydney and the Australian National University. For further detail see page 82, case study Youth Electoral Study.

### Analysing informal votes

At the conclusion of the 2004 federal election the AEC collected all informal votes and categorised them by type. Table 20 details informal voting over the past 20 years for the House of Representatives. A separate categorisation was prepared for each polling place and compared with the results for the 2001 federal election. The categories that represented the majority of informal votes were: blank ballot papers; ballot papers with a number '1' only; and papers with non-sequential numbering. Table 21 identifies the major categories of informal ballot papers by State and Territory.

Table 20 **Informality over the past 20 years**

<b>Informal voting in House of Representatives elections (%)</b>									
	2004	2001	1998	1996	1993	1990	1987	1984	1983
New South Wales	6.1	5.4	4.0	3.6	3.1	3.1	4.6	5.7	2.2
Victoria	4.1	4.0	3.5	2.9	2.8	3.5	5.3	7.5	2.2
Queensland	5.2	4.8	3.3	2.6	2.6	2.2	3.4	4.5	1.3
Western Australia	5.3	4.9	4.2	3.2	2.5	3.7	6.6	7.1	2.0
South Australia	5.6	5.5	4.5	4.1	4.1	3.7	6.6	7.1	2.0
Tasmania	3.6	3.4	3.1	2.4	2.7	3.3	5.0	5.9	2.3
Australian Capital Territory	3.4	3.5	2.9	2.8	3.4	3.0	3.5	4.7	2.2
Northern Territory	4.4	4.6	4.2	3.4	3.1	3.4	5.8	4.6	4.4
Australia	5.18	4.8	3.8	3.2	3.0	3.2	4.9	6.3	2.1

Table 21 **Types of informal votes in the 2004 federal election, by State or Territory**

State	Blank %	'1' only %	Non-sequential %	Other %
New South Wales	21.1	35.6	15.2	28.1
Victoria	24.1	21.8	20.3	33.8
Queensland	15.2	44.5	9.7	30.6
Western Australia	22.8	22.2	19.3	35.7
South Australia	23.1	30.9	14.1	31.9
Tasmania	28.2	22.3	8.1	41.4
Australian Capital Territory	23.5	35.5	4.8	36.2
Northern Territory	18.7	27.6	19.8	33.9

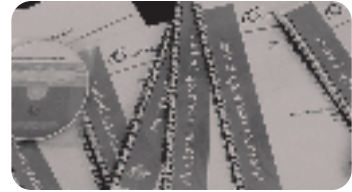
The AEC also conducted research into possible reasons for an increase in informality between the federal elections in 2001 and 2004. In 2004 a total of 639,851 ballot papers were identified as informal, representing 5.18 per cent of all votes and an increase of 0.36 per cent from 2001. Previous research had identified a number of reasons for the level of informality, involving factors such as State and federal differences and language difficulties. The 2004–05 research found that a contributing factor to increases and decreases in informality levels is a corresponding increase or decrease in the number of candidates competing at a divisional level.

Research previously conducted by the AEC had shown that electors from non-English speaking backgrounds were at higher risk of unintentionally voting informally. During 2004–05 the AEC conducted a pilot project in the Division of Port Adelaide, whereby over 7,000 letters in both English and a number of the most widely spoken languages other than English were sent to electors prior to the federal election, explaining how to vote formally. The levels of informality at the polling places where those electors voted were compared to the levels at other polling places. The results of this pilot will be published during 2005–06.

## Knowledge management

As part of an ongoing knowledge management enhancement strategy, the AEC continued to improve its record-keeping capabilities, and its resource centre, during 2004–05. The case study on page 62 provides examples.

## Knowledge management



As part of an ongoing effort to enhance knowledge management, the AEC has improved its information management capabilities by upgrading its records management system to Total Records and Information Management (TRIM) 'Context'. This product allows the AEC to manage, as a whole, paper records, photographic images and a large historical collection of documents and other artefacts.

Based on the outcomes of a pilot project and consultation with business areas of the AEC, the new records management technology is being used to manage a collection of more than 7,000 photographic images. Images have been scanned into (TRIM) 'Context' and appropriate metadata added. This will enable the photo collection to be searched, using names, dates, and key words related to electoral events, in response to internal or external inquiries.

The AEC holds a significant amount of historical information, including items dating back to before Federation. The collection includes original electoral roll validation materials and results, redistribution reports and boundary maps, electoral educational material for indigenous communities, posters, and election memorabilia such as ballot boxes, wax seals and stamps. The new records management system is being used to classify such items in preparation for storage.

The AEC Resource Centre (Library) supports the operational and research activities of the AEC through its Australian and international holdings. The main subject areas are Australian and international elections, electoral law, peacekeeping, democracy and Australian politics. The resource centre's holdings are available in print and electronic formats.

A management and development plan has been developed for the resource centre, with the primary objective of building a proactive and timely library service that meets the information needs of all clients within the AEC, and maximises access to information resources for its decentralised client base. Several projects have been initiated to support this objective. These include:

- the installation of a new library management system, Liberty3, which enables desktop access to the resource centre catalogue together with links to electronic documents
- the retrospective cataloguing of historic documents, books and maps
- the acquisition of a greater range of electronic research services, involving subscriptions to journals, databases and the use of portals.

In addition, a revised Records Disposal Authority is being developed in conjunction with the National Archives of Australia as part of the AEC's orderly approach to retention and disposal of records.

The AEC's intranet has also been redesigned to simplify access to organisational information.

## Output 2.1.6—Industrial elections and ballots for organisations

The AEC's statutory responsibilities include conducting industrial elections and ballots for registered organisations under the *Workplace Relations Act 1996*. For a fee, the AEC also conducts elections and ballots, including certified agreement ballots, for government authorities and other organisations. Output 2.1.6 covers these activities.

Table 22 summarises the AEC's performance against the indicators and performance targets in the 2004–05 Portfolio Budget Statements.

Table 22 **Output 2.1.6—Industrial elections and ballots for organisations: performance results**

Measure	Targets and goals	Results	
Quality	Compliance with legislative and other requirements	100%	<p>All elections were conducted in accordance with legislation and the rules of the organisations concerned</p> <p>No election inquiries concerning breaches of legislative requirements were instituted</p> <p>Policies and procedures were reviewed to incorporate legislative changes, particularly in relation to declaration voting, production of post-election reports and the conduct of elections for positions other than offices</p> <p>Systems and documents were reviewed to ensure compliance with legislation</p>
	Court challenges to elections upheld through AEC procedural faults	Less than 1%	<p>During the reporting period 492 industrial elections were conducted and three elections were court challenged</p> <p>No challenges were upheld as a result of procedural faults</p>
	Satisfaction of stakeholders	98%	<p>Eight formal or significant complaints were received alleging irregularities</p> <p>Each was investigated and responded to in a timely and appropriate manner</p>
Quantity	Capability to conduct all elections	100%	All elections referred were completed in accordance with election timetables
Price	Commercial elections	Full cost recovery	All quotations for elections and ballots conducted were fully costed and all costs expended during the year were recovered

### Performance overview and analysis

#### Overview

In 2003–04 the AEC reported that, due to the reduction in the number of unions in the 1990s and the accompanying changes to the structures of many registered industrial organisations, the AEC no longer considered the number of elections conducted as the key workload indicator and had begun capturing additional statistical data. This included the number of positions involved and the number of candidates nominating for these offices, as it was believed these would be more meaningful indicators of performance. The AEC will continue to use the number of elections as a key indicator but will also develop and report on other key indicators to allow effective analysis in future years.

During the reporting period the AEC conducted 492 elections for registered industrial organisations. This was a significant increase, almost 27 per cent, on the 388 elections conducted in 2003–04. The key factor affecting the variations in the number of elections per year is the terms of office, which can range from one to four years in length.

There was also an increase, of almost 35 per cent, in the total number of candidates nominating in these elections, with 6,379 candidates in 2004–05 and 4,732 candidates in 2003–04. Comparisons with earlier years (8,395 candidates in 2002–03 and 5,835 candidates in 2000–01) further indicate the cyclical nature of industrial elections activity.

The AEC trialed a new approach in the Australian Workers Union 2005 elections, with a view to providing greater access to election material. For the first time, the AEC website was used to display election notices and nomination forms for the union's election. Union members were advised through pointer advertisements in newspapers that they could access this information on the AEC website. There are no available data to indicate how many persons accessed this information; however, the AEC considers this to be an effective means of servicing our clients and will continue to implement similar initiatives in the future, particularly for organisations that prescribe newspaper advertising when calling for nominations.

During 2004–05 the AEC conducted 50 fee-for-service ballots, all with full cost recovery. For fee-for-service ballots, 33,911 ballot papers were issued, and 21,416 or 63 per cent were returned.

During the year, the AEC registered the design of the declaration envelope used in industrial elections with IP Australia, further protecting the AEC's intellectual property. The AEC also requested IP Australia to commence registration of trade names for our automated industrial elections systems, EasyCount and RollMaker.

## Analysis

As a result of changes made to the *Workplace Relations Act 1996* in May 2003, registered industrial organisations now have the option to have their elections for positions other than offices conducted by the AEC. While this could have had a considerable impact on the AEC, to date the effect of this provision has been minimal.

Another provision introduced at that time requires the AEC to provide a post-election report for each industrial or organisational election it conducts. The AEC produced and distributed 221 post-election reports to key stakeholders in 2004–05; the total number of post-election reports issued since May 2003 is 483. The variation between the number of reports issued (221) and the number of elections conducted (492) in 2004–05 arises because the AEC provides a single report to cover multiple elections conducted concurrently for an organisation.

Other changes in the legislation—prohibiting the use of property or resources of an organisation or branch to help a candidate against another candidate, and introducing powers allowing the AEC to initiate election inquiries in the Federal Court should irregularities occur—have also changed the AEC's functions and operations significantly. Several allegations of the use of resources to advantage a candidate or group of candidates were received and investigated by the AEC. The AEC subsequently initiated an election inquiry in relation to one of these allegations. While the legislation provides that a member of an organisation or the Electoral Commissioner can apply for an election inquiry, there were several instances in which aggrieved candidates or members requested the AEC to apply for an inquiry instead of undertaking their own action.

The AEC's development of election profiles for major organisations is well advanced. It is expected that this initiative will have significant benefits for the AEC in future, by ensuring that a high level of national consistency in the application of the rules, policies and procedures of each organisation is achieved.

## Output 2.1.7—ATSIC elections

Until 30 June 2005, the AEC was responsible for the conduct of ATSIC Regional Council and Torres Strait Regional Authority elections. These elections were conducted every three years in accordance with the *Aboriginal and Torres Strait Islander Commission Act 1989*, the Regional Council Election Rules and the Torres Strait Regional Authority Election Rules. The AEC was also responsible for conducting elections for zone representatives and ATSIC and Regional Council officeholders.

Table 23 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 23 **Output 2.1.7—ATSIC elections: performance results**

Measure	Targets and goals	Results	
Quality	Compliance with legislative and other requirements	100%	All legislative and other requirements were met for the electoral events held during the year
	ATSIC electoral litigation cases in which costs are ordered against the AEC	Between nil and 5%	There were no ATSIC electoral litigation cases
	Satisfaction of stakeholders	98%	Stakeholders expressed a high level of satisfaction with assistance from the AEC
	Ability to conduct all ATSIC regional, zone and officeholder elections	100%	Systems, equipment and procedures were in place for the conduct of relevant elections during the year
	Logistical capacity to conduct elections for ATSIC casual vacancies as they occur	100%	Systems, equipment and procedures were in place to successfully conduct elections for casual vacancies that occurred during the year

### Performance overview and analysis

Until 30 June 2005, the AEC had responsibility under the *Aboriginal and Torres Strait Islander Commission Act 1989* for conducting elections for:

- ATSIC Regional Councils
- the Torres Strait Regional Authority
- ATSIC zone representative positions
- ATSIC Regional Council officeholder positions.

In April 2005 the Australian Parliament passed legislation to dissolve ATSIC and ATSIC Regional Councils at the end of the 2004–05 financial year. From 1 July 2005, the AEC ceases to be responsible for indigenous elections, with the exception of officeholder elections and two ward elections to be undertaken on behalf of the Torres Strait Regional Authority.

During the 2004–05 year, the AEC conducted elections to fill three ATSIC Regional Council casual vacancies, for the wards of Alpururulam, Wangkumara and Albany, and three officeholder elections, for positions on the Nhulunbuy and Sydney Regional Councils.



## Output 2.1.8—State and local government elections

The AEC provides assistance with the conduct of State, Territory and local government elections at the request of the relevant electoral body. The level of assistance varies widely depending upon the individual requirements.

Table 24 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 24 **Output 2.1.8—State and local government elections: performance results**

Measure	Targets and goals	Results
Quality	Compliance with legislative and other requirements	100% All legislative and other requirements were met
	Satisfaction of stakeholders	98% A high level of satisfaction was expressed by stakeholders
	Ability to conduct or assist in all elections contracted to the AEC	100% Capacity to conduct or assist with all contracted elections was sustained
Price	Cost recovery	Full cost recovery All elections were run on a cost-recovery basis

### Performance overview and analysis

During 2004–05, the AEC was involved with the conduct of State or Territory government elections in New South Wales, Western Australia, Tasmania, the Australian Capital Territory and the Northern Territory; and the conduct of local and community government elections and by-elections in New South Wales, Victoria, Queensland, Western Australia and the Northern Territory.

#### New South Wales assistance

The AEC provided assistance to the New South Wales State Electoral Office during the State by-election for Dubbo and various local government elections. The New South Wales State Electoral Office expressed a high level of satisfaction with the services provided by the AEC.

All legislative requirements were met and costs were fully recovered.

#### Victorian assistance

On 16 July and 1 September 2004, the AEC conducted the close of rolls for local government elections in Victoria. The AEC also provided close of rolls services for the Camberwell liquor-licensing poll.

#### Queensland assistance

In accordance with the Queensland joint roll arrangement, the AEC provided roll products for 26 local government elections and by-elections in 2004–05. The AEC played no further part in those elections.

AEC performance was in accordance with all legislative requirements, and roll products were supplied within the timeframe specified in the arrangement, achieving a high level of customer service.

#### Western Australian assistance

In accordance with the joint roll arrangement with the Western Australian Electoral Commission (WAEC), the AEC provides roll updates weekly, and other roll products on request.

During 2004–05, the AEC provided close of roll services for the State election on 31 January 2005, the local government election on 18 March 2005, and 14 local government by-elections.

AEC performance was in accordance with all legislative requirements and roll products were supplied within the timeframe specified in the arrangement.

The WAEC also requested the AEC to provide the services of 12 returning officers for the State election and one returning officer for the local government election. Consequently, the AEC entered into a memorandum of understanding with the WAEC. The WAEC expressed a high level of satisfaction and positive feedback was received on the AEC's role and assistance. Costs were fully recovered.

## **Tasmanian assistance**

During 2004–05 the AEC was involved in the conduct of State government elections in Tasmania.

The Tasmanian Electoral Commission (TEC) has legislative responsibility for the conduct of State and local government elections. Since 1994, the AEC has provided assistance for these elections, according to formal contractual arrangements in place with the TEC. Under the arrangements, the AEC provides the expertise and field resources of its returning officer network for either full postal or conventional attendance elections.

The AEC provided returning officers and managed fieldwork operations for three Legislative Council elections held during May 2005, two of which proceeded to ballot. All contractual requirements were met and a high level of customer service was achieved. Costs were fully recovered.

## **Australian Capital Territory assistance**

The AEC provided assistance to the Australian Capital Territory Electoral Commission (ACTEC) during the Australian Capital Territory elections held in 2004.

The ACTEC expressed a high level of overall satisfaction with the assistance provided.

Due to the close proximity of the Australian Capital Territory and federal elections, and differences in national and Territory legislation covering the display of how-to-vote material near polling places, an issue arose in relation to the location of one pre-poll centre/polling place.

The proximity of the Australian Capital Territory and federal elections also provided opportunities for the AEC and the ACTEC to cooperate and take joint action for the benefit of the electors, through joint media releases, advertising, web links, training of polling officials and provision of information in response to elector inquiries. In addition, the AEC assisted the ACTEC with its declaration vote scrutiny.

The AEC was also requested to provide AECPAY payroll system services for the recruitment, engagement and payment of polling officials for the Australian Capital Territory election. These services were fully and very satisfactorily provided in accordance with the memorandum of understanding between the ACTEC and the AEC.

## **Northern Territory assistance**

In accordance with the Northern Territory joint rolls arrangement, the AEC managed the close of rolls for 22 community government elections, and for the Northern Territory Legislative Assembly election. The AEC and the Northern Territory Electoral Commission jointly managed public awareness and enrolment promotion activities for the Northern Territory Legislative Assembly election.

A memorandum of understanding covering the provision of AEC services for the 2005 Northern Territory Legislative Assembly election was negotiated between the AEC and Northern Territory Electoral Commission. This covered matters such as the capture of data from certified lists by scanning, and assistance provided by AEC staff.

Fifteen AEC staff members were seconded to the Northern Territory Electoral Commission to assist with the conduct of the election. Post-election processing activities will continue in July 2005, with the scanning of certified lists to identify non-voters and multi-voters.

## Output 2.1.9—Advice and assistance in overseas elections

One of the AEC's functions under the Commonwealth Electoral Act is:

To provide, in cases approved by the Minister for Foreign Affairs and Trade, assistance in matters relating to elections and referendums (including the secondment of personnel and the supply or loan of materiel) to authorities of foreign countries and organisations.

Output 2.1.9 supports this function.

Table 25 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 25 **Output 2.1.9—Advice and assistance in overseas elections: performance results**

Measure	Targets and goals	Results
Quality	Proportion of international assistance by the AEC that meets the goals specified for individual projects undertaken	100% All specified commitments were met
	Stakeholder satisfaction	98% Feedback from stakeholders on the way the AEC met its commitments was overwhelmingly positive
	Ability to assist with requests for advice and assistance in overseas elections from clients in accordance with Australian foreign policy	100% 100% ability was maintained

### Performance overview and analysis

#### Iraq

The AEC was represented at the Iraq Election Monitoring Forum convened in Canada by Elections Canada in December 2004, with funding for the required travel being provided by the United States.

The Deputy Electoral Commissioner subsequently served as a member of the International Mission for Iraqi Elections (IMIE) which monitored Iraq's January 2005 poll. For that purpose, he travelled to the United Kingdom, Jordan and the United States. All of those trips were funded by the Australian Agency for International Development (AusAID).

Within Australia, the AEC observed the out-of-country registration and voting, organised by the International Organization for Migration, for the Iraqi elections. This activity also was funded by AusAID.

The AEC also provided advice to the United Nations electoral team in Baghdad on aspects of the development of the legal and procedural framework for the elections.

The AEC made a staff member available to work with the United Nations in Jordan on election preparations. At the request of the United Nations, two commissioners of the Independent Electoral Commission of Iraq were included among the participants in the AEC's 2004 election visitor program.

#### Solomon Islands

Two AEC technical assistance projects have been initiated in Solomon Islands. The first is an AusAID-funded electoral assistance project planned to run until April 2006, which is operating as part of the Regional Assistance Mission to Solomon Islands (RAMSI).

The project emphasises capacity-building, and a great deal of effort has gone into training and developing not only the staff of the Solomon Islands Electoral Commission but also other stakeholders in the electoral process.

The AEC is also managing, at AusAID's request, a major civic education project, which is jointly funded by AusAID and the New Zealand Agency for International Development. Like the electoral assistance project, the civic education project has a strong emphasis on capacity building. A key element of the project has been the support provided to Solomon Islanders to assist them to design, write, produce and deliver civic education packages across their own country.

## **Papua New Guinea**

The AEC has continued to build on its long-term work with the AusAID-funded Papua New Guinea Electoral Commission (PNGEC) Capacity Building Program. During 2004–05, the project funded the production of handbooks, procedural manuals and public awareness materials; supported debriefing workshops; and seconded a short-term electoral adviser to assist the conduct of by-elections. A review of Papua New Guinea electoral law was supported by the program and resulted in the production of a comprehensive report recommending improvements to election administration. The AEC also facilitated the process of developing a PNGEC corporate plan.

AEC support was also provided for the May–June 2005 general election for the Autonomous Bougainville Government, held as part of the Bougainville peace process. Two AEC officers were deployed to provide support for the polling and counting at the election. All of these activities were funded by AusAID.

The Deputy Australian Electoral Officer for Tasmania also served, at the request of the Department of Foreign Affairs and Trade, as a member of the international observation group for the election.

## **Indonesia**

The AEC's long-term, AusAID-funded assistance project in Indonesia concluded successfully after the conduct of Indonesia's widely acclaimed first direct presidential elections in 2004. The AEC supported the training of election officials in selected provinces to equip them to conduct the elections, held on 5 July and 20 September 2004. The KPU (Indonesian National Electoral Commission), the AEC, domestic and international observers, and international donors all commented positively on the training and its outcomes. The project ended on 31 October 2004, with the activity completion report finding that the project had achieved its objectives to a 'fully satisfactory' degree.

## **East Timor**

From May to August 2004, the AEC, with AusAID funding, provided support to the Technical Secretariat for Electoral Administration (STAE), Ministry of Internal Administration, East Timor, in its preparations for suco (local government) elections.

Specific assistance was provided with form development, and with the planning and conduct of voter registration training and training for polling officials.

In January–February 2005, the AEC officer who had served in East Timor in 2004 was made available to work with the STAE as a United Nations Development Programme consultant, to assist with the development of a polling officials' training manual.

## **Tonga**

Two AEC officers travelled to Tonga in December 2004, and again in March–April 2005, to undertake the computerisation of the electoral roll using the AEC's generic voter registration system (GVRs).

The system was successfully installed, and the project generated strong positive feedback from the Tongan authorities.

## Afghanistan

A number of staff were made available to the United Nations to work on the 2004 national election in Afghanistan. After the election, the Minister for Foreign Affairs announced that AusAID would be providing funding of \$600,000 to The Asia Foundation for 'electoral capacity-building within Afghanistan's new Independent Electoral Commission'. The minister noted that 'The Foundation will use a model developed by the Australian Electoral Commission and successfully implemented in other emerging democracies such as East Timor ...'. This was a reference to the BRIDGE electoral administrators' course, discussed below.

### Election visitor program

The 2004 election visitor program was part of the AEC's ongoing commitment to encouraging communication and cooperation between international electoral bodies.

The program covered all aspects of the AEC's administration and conduct of elections. A total of 40 officials, from Bhutan, Canada, East Timor, India, Iraq, Lesotho, New Zealand, the Palestinian Territories, Papua New Guinea, Solomon Islands, Thailand, Tonga, the United Kingdom, the United States and Vanuatu, participated.

The program consisted of two concurrent study programs, one based in Canberra and the other in Melbourne, that met in Canberra for joint election day activities. A number of other delegates arrived late in the week specifically to take part in the election day program. On election day, the participants visited several polling places in the Canberra region to observe polling and the conduct of the preliminary counts, before concluding the night at the national tally room.

Evaluations and informal feedback from participants were very positive.

### BRIDGE electoral administrators' course

The BRIDGE electoral administrators' course was first developed by the AEC in 1999, in cooperation with the United Nations Electoral Assistance Division and the International Institute for Democracy and Electoral Assistance (IDEA). It remains the most comprehensive tool available in the world for practically focused electoral capacity building, and is now a significant component of virtually every electoral assistance project conducted by the AEC.

The AEC is responsible for developing, maintaining and updating the curriculum; maintaining a BRIDGE project website ([www.bridge-project.org](http://www.bridge-project.org)); overseeing and supporting the training and accreditation of facilitators worldwide; and delivering, or assisting with the organisation and delivery of, specific BRIDGE courses.

The BRIDGE curriculum consists of 1,200 pages. As of June 2005:

- all of the materials had been translated into Bahasa Indonesia, and parts had been translated into Russian, Tetum, Arabic, French and Portuguese
- BRIDGE modules had been taught in 14 countries or territories (Armenia, Australia, Burkina Faso, the Republic of Congo, East Timor, Fiji, Georgia, Indonesia, Liberia, Mozambique, the Palestinian Territories, Papua New Guinea, Solomon Islands and South Africa)
- nationals of 50 different countries had taken part in BRIDGE modules
- some 70 BRIDGE workshops had been held, including nine train the facilitator (TTF) workshops
- over 70 people had been fully accredited as BRIDGE facilitators.

BRIDGE has become a major capacity-building tool in the South Caucasus region as a result of strong cooperation between the AEC and the Yerevan office of IDEA.

BRIDGE has also been implemented in southern Africa. In September–October 2004, IDEA, in conjunction with the Independent Electoral Commission of South Africa and the Electoral Institute of Southern Africa, conducted a BRIDGE TTF program in Pretoria. Substantial funding for the program was provided by AusAID. Twenty-six participants from 20 countries across Africa and the Arabic-speaking world attended.

In addition, as described in the case study on page 72, a TTF course for aspiring BRIDGE facilitators from eight overseas nations, as well as 11 AEC staff members, was held in Melbourne in May 2005. In response to internal demand, BRIDGE was also conducted in Australia for AEC staff: four workshops were organised in 2004–05.

## Pacific Governance Support Program

Under the Pacific Governance Support Program (PGSP), launched by the Prime Minister on 8 August 2004 to coincide with the Thirty-fifth Pacific Islands Forum meeting, the AEC was funded by AusAID to assist with:

- the provision of BRIDGE training for electoral officials in the region. The initial phase of this activity was a TTF program which commenced in late June 2005. Held in Suva, Fiji, in cooperation with the Pacific Institute of Advanced Studies in Development and Governance, University of the South Pacific, the program attracted participants from 11 Pacific countries.
- the organisation of the biennial Pacific Islands, Australia and New Zealand Electoral Administrators' (PIANZEA) Network Workshop, discussed below.
- the computerisation of the electoral rolls in Tonga (as described above), and the updating of the system used in the Federated States of Micronesia. The second of these undertakings is scheduled to proceed early in 2005–06.

## Pacific Islands, Australia and New Zealand Electoral Administrators' Network

The AEC continued to host the secretariat of the PIANZEA Network. The network has 19 Pacific election management bodies as members, and two associate members. The secretariat provides a focal point for communication between members, and a focal point and resource for people and institutions with an interest in electoral administration in the Pacific region.

The fourth biennial PIANZEA workshop was conducted in Honiara, Solomon Islands, in May 2005. Its focus was improving access to the electoral process for women, young people and the disabled. It also provided a forum in which the network members were able to agree on a strategy for implementing the BRIDGE course across the region.

## Other activities

The AEC continued to strengthen its international links through participation in election observation, conferences, briefings and work exchanges. Senior AEC officers took part in observation in Indonesia, the Maldives, Thailand and the United Kingdom.

In July 2004, two AEC officers took part in a conference in Vanuatu on Political Culture, Representation and Electoral Systems in the Pacific. At the invitation of the UNDP, two AEC officers participated in the UNDP Global Practice Meeting on electoral systems held in the Philippines in November 2004. An AEC officer also took part in the ACE (Administration and Cost of Elections) Project Lead Writers' Meeting held in Canada in February 2005. Also in February 2005, the Deputy Electoral Commissioner represented the AEC at the Conference of Commonwealth Chief Election Officers held in India, and delivered a paper entitled *What do 'Impartiality', 'Independence' and 'Transparency' mean?—Some thoughts from Australia*. Presentations on various electoral issues were given to the University of New South Wales Global Careers Forum, to the Australian Defence Force Peacekeeping Centre's International Peace Operations Seminar, and to staff participating in the Department of the Senate's middle management program.

In 2005 the spokesperson-designate for the Central Electoral Commission of the Palestinian Territories spent a month in Canberra undertaking a program of training, funded by the United States Agency for International Development and AusAID, which included a work placement with the AEC. The AEC also hosted a staff member from the Election Commission of Thailand, who assisted in the preparations for the PIANZEA workshop.

At various times briefings were provided for visiting delegations from the parliaments of Cambodia, Canada, New Zealand, Sri Lanka and the United Kingdom, and from Vietnam; for Iraqi diplomatic trainees in Australia; for the editor of the *Election Law Journal*; and for a member of the research staff of the Japanese House of Representatives. A delegation from the Indonesian KPU visited the AEC in Canberra and Melbourne. A briefing was provided immediately before the 2004 election for foreign diplomats based in Australia.

## CASE STUDY

# Training BRIDGE facilitators



The past 15 years have seen a rapid increase in the number of democratic states around the world. As a result, the number of elections worldwide has increased dramatically. Capable and professional election administrators are essential for organising elections—without the right skills in place, election processes can be undermined. In many of the young democracies, there have been few formal opportunities to date for comprehensive professional development in election administration.

In response to this, the AEC, the International Institute for Democracy and Electoral Assistance (IDEA) and the United Nations Electoral Assistance Division have developed the BRIDGE project. BRIDGE stands for 'Building Resources in Democracy, Governance and Elections'.

BRIDGE is the most comprehensive professional development course available in election administration. To date, it has been conducted in 14 countries or territories for some 1,500 people. It improves the skills, knowledge and confidence both of election professionals and of key stakeholders in the electoral process, such as members of the media, political parties and electoral observers. The bulk of the development work for BRIDGE has been carried out by the AEC.

BRIDGE is an activity-based course: it contains very little traditional lecturing. Participants are called on to play an active role in the course and to draw on their own skills and experiences. BRIDGE also emphasises teamwork: participants get to know each other, and have the chance to build bridges either within their own organisations, or between organisations, countries and cultures.

To ensure the highest possible quality of delivery, the project partners authorise only fully accredited BRIDGE facilitators to conduct BRIDGE training courses.

Accreditation as a BRIDGE facilitator requires potential facilitators to:

- successfully complete a BRIDGE train the facilitator (TTF) course
- successfully facilitate a BRIDGE training session, assisted and supervised by a fully accredited BRIDGE facilitator—this allows the new facilitator to take a lead role in the planning and implementation of BRIDGE modules while being supported and mentored.

As part of the capacity development philosophy of BRIDGE, the project partners conduct regular international TTF courses. Local trainers are taught not only how to deliver the BRIDGE course, but also generic training skills, writing

skills, and adaptation skills that ensure that subsequent BRIDGE courses are tailored to suit their participants. For this reason, the TTF not only produces high-quality BRIDGE trainers, but also teaches skills that any electoral management body will find useful in developing and implementing operational training and voter education programs.

The TTF course is an intensive 10-day program held over a two-week period. It is fast-paced and highly interactive, to reflect the experience of facilitating a real BRIDGE module. To maximise learning, trainees are expected to immerse themselves in both the methodology and the content of the 10 course modules.

In the light of the ever-increasing demand for BRIDGE modules across the world, the project partners concluded in 2004–05 that there were not enough fully accredited facilitators, particularly in the Middle East. They therefore agreed that the AEC would conduct a TTF course in Melbourne in May 2005. There were 26 trainees: 11 AEC staff were joined by participants from Afghanistan, Bhutan, Ghana, Iraq, Jordan, Papua New Guinea, Thailand and Yemen.

While the AEC staff were funded from an internal BRIDGE budget, the overseas visitors were supported by various organisations, such as AusAID, the United Nations Development Programme (UNDP) and the Election Commission of Thailand.

The standard of the trainees was extremely high, and all completed the TTF course successfully. This augurs well for the utilisation of BRIDGE in the Middle East, in that there is now an Arabic-speaking team of semi-accredited facilitators, and will also benefit The Asia Foundation's planned capacity-building project in Afghanistan. The UNDP is very keen to introduce BRIDGE in Bhutan, which now has two extremely competent semi-accredited facilitators.

The feedback from the trainees was uniformly positive. All believed that the course had made them better facilitators, that they had learned a great deal about the electoral processes used around the world, and that the networks and friendships they had made would help them in their roles as professional electoral administrators.

The Melbourne TTF course not only created a wonderful group of semi-accredited BRIDGE facilitators, but also helped to strengthen the bonds among the worldwide family of electoral administrators.

HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
in the order of your choice

**Report on Performance**

**Outcome 3**

**AN INFORMED COMMUNITY**

**OUTPUT 3.11**



Remember . . .  
number every box to make your vote count.



# Report on performance: Outcome 3

Figure 8 Outcome 3 performance indicators and outputs

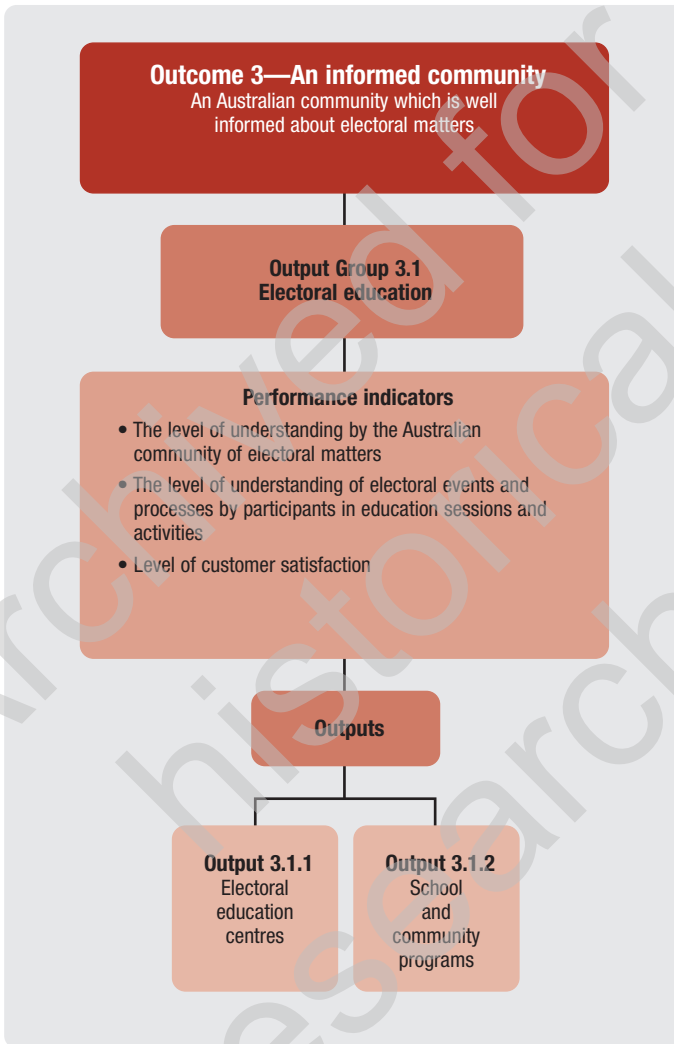


Table 26 **Outcome 3 summary of resources**

<b>Outcome 3</b>	<b>(1) Budget*</b>	<b>(2) Actual expenses</b>	<b>Variation (column 2 minus column 1)</b>	<b>Budget**</b>
	<b>2004–05 \$'000</b>	<b>2004–05 \$'000</b>	<b>\$'000</b>	<b>2005–06 \$'000</b>
<b>Administered Expenses</b>				
No administered appropriation for this outcome	–	–	–	–
<b>Total Administered Expenses</b>	–	–	–	–
<b>Price of Departmental Outputs</b>				
<b>Departmental Appropriations</b>				
Output Group 3.1—Electoral education				
Output 3.1.1—Electoral education centres	1,883	1,684	(199)	1,254
Output 3.1.2—School and community programs	3,554	2,197	(1,357)	3,731
<b>Subtotal Output Group 3.1</b>	<b>5,437</b>	<b>3,881</b>	<b>(1,556)</b>	<b>4,985</b>
<b>Revenue from Government (Appropriation) for Departmental Outputs</b>				
Revenue from other sources	50	77	27	–
<b>Total Price of Outputs</b>	<b>5,487</b>	<b>3,958</b>	<b>(1,529)</b>	<b>4,985</b>
<b>TOTAL FOR OUTCOME 3</b>				
(Total price of outputs and administered expenses)	5,487	3,958	(1,529)	4,985
			2004–05	2005–06
<b>Average Staffing Level</b>			<b>25</b>	<b>40</b>
* Full-year budget, including additional estimates				
** Budget prior to additional estimates				

## Review of performance

Output Group 3.1—Electoral education contributes to Outcome 3 through two outputs:

- electoral education centres
- school and community programs.

Table 27 summarises the AEC's overall performance in relation to the indicators and targets set for Outcome 3 in the 2004–05 Portfolio Budget Statements.

Table 27 **Outcome 3—An informed community: overall performance results**

<b>Measure</b>	<b>Targets and goals</b>	<b>Results</b>
The level of understanding by the Australian community of electoral matters	75%	Surveys indicate the Australian community has a good understanding of basic electoral matters  Public awareness activities have been designed to target groups identified as having lower levels of understanding
The level of understanding of electoral events and processes by participants in education sessions and activities	75%	Evaluations and feedback from clients indicate participants increased their understanding of electoral events and processes
Level of customer satisfaction	95%	Evaluations and feedback from clients indicate a high level of satisfaction with the AEC's public awareness activities

## Analysis

An internal review to refocus electoral public awareness activities was completed in 2003–04; implementation began in that year and continued in 2004–05. As a result, electoral education activities are being directed more at specific target audiences, in particular young people around voting age, new citizens, people with limited English language proficiency, professional organisations/associations and indigenous voters.

The AEC's public awareness activities are evaluated and undergo a range of performance measurement processes. During 2004–05 participant questionnaires were revised to enable the AEC to collect information about learning outcomes and about misinformation that may exist in the community, as well as to gauge client satisfaction.

The activities of Output Group 3.1 are covered in more detail in the reports on the individual outputs, which follow.

## Variations to performance targets

During the year there were no changes in the performance targets for Outcome 3 and its supporting outputs from those contained in the 2004–05 Portfolio Budget Statements.

## Purchaser–provider arrangements

Memorandums of understanding are in place with the Victorian, South Australian and Western Australian electoral commissions.

Our arrangement with the Victorian Electoral Commission is for a joint approach to electoral education in Victoria. The agreement with South Australia is to share office space and the electoral education centre, to avoid duplication of services and to make cost savings. The arrangement with Western Australia is to contribute to the cost of maintaining the electoral education centre located at the Constitutional Centre in Perth.

## External scrutiny

The activities of Output Group 3.1 were not the subject of any scrutiny by parliamentary committees, administrative authorities or the courts during 2004–05.

## Developments since the end of the financial year

There have been no developments since the end of the financial year that have affected or may affect Outcome 3 operations or results.

## Service standards

The performance of Outcome 3 output groups against customer service standards is discussed in the Management and Accountability section, and in Appendix J.

## Output 3.1.1—Electoral education centres

The AEC's electoral education programs operated at close to full capacity for most of the year, and met their performance targets.

The electoral education centres (EECs) in Canberra, Melbourne and Adelaide are highly visible and important components of the AEC's public awareness programs. The centres provide a range of programs, but visiting groups usually participate in 90-minute sessions which include an introduction to Australian democracy, a display room activity where participants work with interactive computers and displays, and a mock election or referendum.

Table 28 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 28 **Output 3.1.1—Electoral education centres: performance results**

Measure		Targets and goals	Results
Quality	Proportion of participants who leave AEC EEC education sessions with an enhanced understanding of electoral events and processes	95%	Evaluations and feedback from participants indicate this target is being exceeded
	Proportion of electoral education programs that meet the needs of all participants	90%	Evaluations and feedback from participants indicate this target is being met
Quantity	Visitors	115,000	EECs hosted 108,493 visitors and conducted activities for over 21,000 other participants in off-site or outreach activities <sup>a</sup>
	Sessions	3,200	2,917 sessions were delivered in the centres and additional sessions were conducted for off-site or outreach activities
	Requests met	95%	Slightly over 6% of booking requests were not met due to capacity issues
Price	Cost per session	Less than \$600	Cost per session was \$577.30

<sup>a</sup> Outreach participants are also included in total participants shown in the performance results for Output 3.1.2.

### Performance overview and analysis

The EECs experienced high participation levels across their programs and a continuing high demand for their services in 2004–05. Post-session questionnaires and feedback at conferences and events indicated that the programs were highly regarded by participants and stakeholders alike.

During 2004–05, the AEC redeveloped the presentations shown at the Canberra and Melbourne EECs. The revised presentations, which are large-screen multimedia ones, should be screening in early 2005–06. The new content and format take account of the AEC's focus on older students as well as young and older adults with limited English language proficiency. When the package is completed, a review of all programs offered at the EECs will be undertaken to enable EEC staff to better customise programs for both EEC and off-site participants.

The following sections report on the individual performance of each EEC.

#### Canberra

The Canberra EEC continued to operate at close to maximum capacity outside school holiday periods. During the year, 71,588 participants attended 2,077 sessions at the EEC. This represents an increase in overall visitor numbers from the previous year. A breakdown by category of participants can be seen in Table 29.

Table 29 **Session participants at the Canberra Electoral Education Centre**

Participant group	No. of participants
Primary students	58,875
Junior secondary students	4,780
Senior secondary students	1,896
Tertiary students	23
Total participants	65,574
Accompanying adults	6,014
<b>Total</b>	<b>71,588</b>
Total sessions	2,077

Because the centre was fully booked, 90 groups collectively representing 4,637 participants could not be accommodated. This was slightly fewer groups and people than in 2003–04.

The EEC developed and trialled an 'Eligible Elector' program for secondary students that will be modified in 2005–06 to involve more practical activities, covering, for example, how to enrol, how to vote, and what to expect on polling day.

The EEC continued to work collaboratively with other agencies engaged in work related to civics and democracy, such as those based in Old Parliament House. Staff members attended events to promote the AEC and, in particular, the work of the EEC.

## Melbourne

During the year 15,853 participants attended 563 sessions at the Melbourne EEC. This represents a decrease of approximately 13 per cent compared to numbers in 2003–04. Activities conducted away from the centre are described in the report for Output 3.1.2.

Due to the AEC's shift in focus towards specified target group activities, activities were targeted specifically at secondary schools, TAFE (Technical and Further Education) colleges, institutions that deliver the Victorian Certificate of Adult Learning, universities, community and neighbourhood groups, and Adult Migrant Education Centres.

Staff also attended a range of events, including Vietnamese New Year celebrations and the Victorian Certificate of Education (VCE) Careers Expo, to promote the AEC's services and to raise awareness of the Melbourne EEC.

Table 30 **Session participants at the Melbourne Electoral Education Centre**

Participant group	No. of participants	No. of sessions
Primary students	7,151	261
Junior secondary students	3,376	117
Senior secondary students	2,707	85
Tertiary students	456	34
People from non-English speaking backgrounds	922	55
Community groups	136	11
Total participants	14,748	—
Accompanying adults	1,105	—
<b>Total</b>	<b>15,853</b>	<b>563</b>

## Adelaide

The Adelaide EEC continued to focus its efforts on the eligible elector group, in line with the national public awareness strategy, during 2004–05.

Staff continued liaison with other government departments, particularly through a reference group involving representatives from the AEC, the South Australian Electoral Office, Local Government Association, Parliamentary Education Office (PEO) and Department of Education and Children's Services.

Refurbishment of the EEC is ongoing, as individual sections of the display are gradually upgraded to make the display different and more visually appealing to eligible elector groups.

During the year, a new session was developed and run — Behind the Scenes — focusing on the role of the AEC and the State Electoral Office at election time. In addition, a number of popular activities continued. These included the North Terrace History Walk, Parliamentary Debates Week and celebration of women's suffrage sessions.

Table 31 **Session participants at the Adelaide Electoral Education Centre**

Participant group	No. of participants	No. of sessions
Primary students	2,211	7
Junior secondary students	1,020	34
Senior secondary students	2,051	88
YOI, YAC, TAFE or university student outreach session participants	1,673	28
Other TAFE or university students	539	26
Other participants	680	34
Total participants <sup>a</sup>	8,174	
Accompanying adults	398	
<b>Total</b>	<b>8,572</b>	<b>217</b>

TAFE=Technical and Further Education; YAC=Youth Advisory Committees; YOI=Youth Outreach Initiative

a 'Other participants' include people from non-English speaking backgrounds, teachers seeking professional development, new citizens, and members of community groups.

## Perth

The AEC has a memorandum of understanding with the Western Australian Electoral Commission to provide funding for the Perth EEC. The EEC continued to increase its visitor numbers in 2004–05, and the joint civics program continued to be delivered. The civics program was developed in conjunction with the Constitutional Centre of Western Australia and the Western Australian Parliamentary Education Office. This program is delivered to primary and secondary schools in regional and country areas as well as being offered to schools in the metropolitan area.

Table 32 **Session participants at the Perth Electoral Education Centre**

Participant group	No. of participants
Primary students	8,200
Junior secondary students	2,264
Senior secondary students	282
Tertiary students	359
Other participants	439
Total participants	11,544
Accompanying adults	936
<b>Total</b>	<b>12,480</b>

The Perth EEC also undertook significant outreach activities involving a total of 14,796 participants.

## Analysis

Figures 9, 10 and 11 show trends in numbers of visitors to the Canberra, Melbourne and Adelaide EECs. The AEC's electoral education programs continued to be in high demand and post-session questionnaires and feedback at events indicated that the programs were highly regarded by participants and stakeholders alike.

While the EECs as a total did not meet their visitor or session number targets, when off-site or outreach figures (for activities reported under Output 3.1.2) are taken into account, these targets were met. This reflects the AEC's client service approach, and the effort it takes to provide public awareness activities where they are most needed.

The results of the AEC's refocused electoral public awareness program were not evident in the year's participant profile. They should become obvious as more and more activities involving the target groups (young people around voting age, new citizens, people with limited English language proficiency, professional associations and indigenous voters) are undertaken.

There have already been slight increases in the numbers of senior secondary students and participants with limited English language skills.

In 2005–06 these trends should continue, and the AEC will focus much more on attracting senior secondary and tertiary students as well as young people close to voting age who are not in formal education. There will also be more emphasis on promoting our services to new migrants, working with indigenous voters and expanding the range of professional associations and groups with which we work. Tailored activities and resources are being developed for these target groups.

Figure 9 **Visitors to the Canberra Electoral Education Centre**

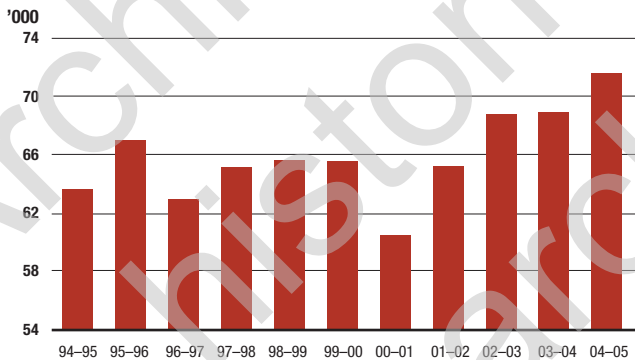


Figure 10 **Visitors to the Melbourne Electoral Education Centre**

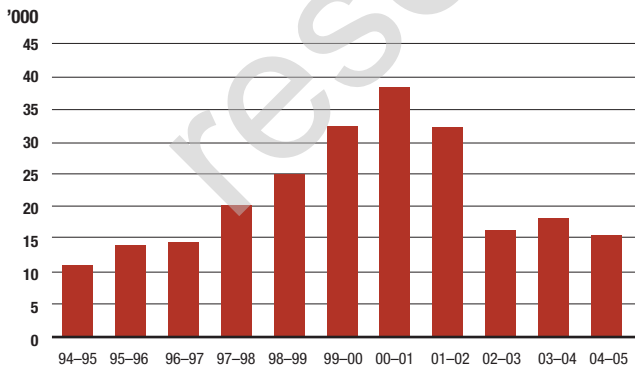
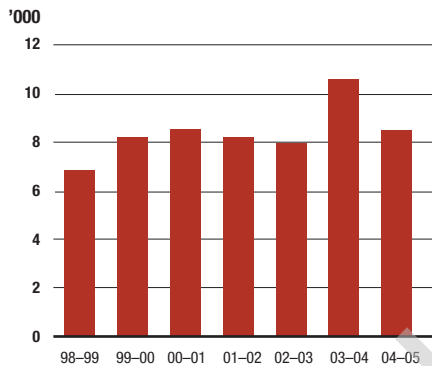


Figure 11 **Visitors to the Adelaide Electoral Education Centre**



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CASE STUDY

## Youth Electoral Study



Encouraging youth enrolment has been a key priority of the AEC for a number of years. A key project aimed at better understanding young people's attitudes to the electoral process is the Youth Electoral Study (YES). The four-year study, funded by the AEC and the Australian Research Council, commenced in May 2003 and is being conducted jointly by the AEC, the University of Sydney and the Australian National University.

The main purpose of the study is to investigate why young people, aged 17–24, do or do not enrol to vote, what their attitudes to the enrolment and voting process are, and whether there are particular demographic factors which influence their electoral participation. The study's methodology includes ongoing, in-depth group interviews with young people in 16 selected electoral divisions around Australia, conducted over four years, and national paper-based surveys of all Year 12 students, conducted in 2004 and 2006.

The first report, which investigated why many young Australians do not enrol and vote, was released in December 2004. The preliminary findings will assist the AEC in developing future public awareness campaigns to encourage the electoral participation of young people. The study also has the potential to enhance the integrity of the electoral roll by increasing the number of eligible young people complying with enrolment requirements.

At a seminar held in Canberra in June 2005, academics from tertiary institutions around Australia presented papers on topics associated with youth participation in the democratic process, some drawing on the growing body of data being compiled in the course of the YES project. The papers presented at the seminar will be published in a book as part of the project.

## Output 3.1.2—School and community programs

The school and community visits program (SCVP) is an important component of the AEC's education activities. This program involves AEC staff, usually from divisional offices but also from head offices and EECs, visiting schools and community groups to present electoral education and information sessions. Since 2004, the program has been specifically targeting certain identified groups.

Table 33 summarises the AEC's performance during the year against the indicators and targets set out in the 2004–05 Portfolio Budget Statements.

Table 33 **Output 3.1.2—School and community programs: overall performance**

Measure	Targets and goals	Results	
Quality	Proportion of participants who leave SCVP sessions with an enhanced understanding of electoral events and processes	95%	Feedback from teachers and participants indicates an increased level of understanding
	Requests for electoral educational resources	Satisfy	Requests for educational resources were met
	Proportion of participants in teacher professional development sessions who leave with an enhanced understanding of electoral processes and classroom teaching strategies	85%	Evaluations and client feedback indicate this target was met
	Requests for electoral education State/Territory curriculum support	Satisfy	Requests for electoral education support were met
	Level of customer satisfaction	98%	Evaluations and client feedback indicate this target was met
Quantity	Participants	85,000	91,366 <sup>a</sup>
	Teacher professional development sessions	10	Two sessions for a total of 43 in-service educators and 40 sessions for 1,351 pre-service educators

<sup>a</sup> This total includes 21,000 participants in outreach activities also shown in the performance results for Output 3.1.1.

### Performance overview and analysis

During 2004–05, Output 3.1.2 activities increasingly targeted young adults aged 17–25 years, people from culturally and linguistically diverse backgrounds, new citizens, indigenous Australians, and professional groups and organisations.

State and Territory public awareness plans to identify further strategies to address the needs of the target groups were developed, endorsed and implemented, as described in the following sections.

### Central office highlights

#### New resources

Following the 2004 federal election, the *Electoral Education Resource* and the *Every Vote Counts* video and teachers' notes were updated and distributed to all States and Territories.

Two short videos on enrolment and voting for Vietnamese-speaking and Arabic-speaking citizens were produced after consultation with the relevant communities.

## Indigenous activities

New materials developed for indigenous Australians prior to the 2004 federal election included a video using indigenous presenters to explain enrolment and voting, a series of posters and stickers featuring well-known indigenous personalities, and a four-page leaflet.

A Community Electoral Information Officer (CEIO) program was planned and monitored by central office staff during the run-up to the election. CEIOs were recruited in all States and Territories except Tasmania, to travel to indigenous communities and organisations to encourage enrolment and explain the Australian electoral process. Program coverage details are listed in Table 34.

Table 34 **Community Electoral Information Officer activities in the lead-up to the 2004 federal election**

State or Territory	No. of CEIOs	Areas targeted	No. of communities or organisations visited
NSW	3	Divisions of Cowper, Gwydir and Riverina	168
Vic.	3	Division of Gippsland, and Shepparton and metropolitan Melbourne	63
Qld	3	Divisions of Capricornia, Maranoa, Kennedy and Leichhardt	60 (plus 12 return visits)
WA	7	Kimberley, Pilbara, Kalgoorlie and Central Desert regions and metropolitan Perth	215
SA	2	Division of Grey	80
NT	4	Most of the Northern Territory	80

The AEC continued discussions with other Australian Government departments on options for joint activities/partnerships in delivering indigenous services.

## Professional development programs

The 'Your Vote Counts' professional development program is conducted nationally for both in-service (qualified) and pre-service (trainee) educators.

Professional development activities this year concentrated mainly on the two-hour abridged version of Your Vote Counts for pre-service teachers where a total of 1,351 education students participated in 40 sessions. This was a sizeable increase from the 904 education students who participated in 2003–04.

Two full-day Your Vote Counts courses were conducted for 43 participants and shorter sessions, in a workshop format, were also conducted for 285 participants.

Comments from participants indicate a high level of client satisfaction with both the full-day and two-hour formats of the Your Vote Counts program.

Adelaide EEC staff also conducted professional development sessions for teachers and Bachelor of Education students.

## Conferences

AEC public awareness staff participated in a range of education conferences during the year, including the National Schools Constitutional Convention in Canberra where AEC staff conducted a plebiscite and a constitutional referendum for the participants. AEC staff also conducted presentations, workshops and electoral education resource displays at the annual Civics and Citizenship Stakeholders Conference, convened by the Department of Education, Science and Training.

## State and Territory highlights

### Awareness activities for young people near voting age

In Victoria there were slight increases in the numbers of tertiary participants and enrolment forms collected during 2004–05, compared with the previous year.

In Queensland, staff attended 13 tertiary institutions, sent information to all Year 12 students with end-of-year examination results and provided information through *Get Out There*, a survival guide for young adults, and *Network News*, a publication produced by the Youth Affairs Network.

Western Australian divisional officers attended 19 TAFE and university orientation days, and placed advertisements in four university diaries. A specially designed enrolment form was inserted in the youth magazine, *Xpress Magazine*, and staff attended the rock festival, Big Day Out.

In South Australia, AEC staff sent flyers to 67 Youth Advisory Councils (YACs) across the State resulting in information sessions being presented to the Marion YAC and at the YACfest. EEC staff continued work on the Youth Outreach Initiative, with over 3,000 enrolment forms collected through the program this financial year. South Australian staff placed advertisements in *Rip it up*, a youth magazine, and *Xpress*, a teachers' journal, established a chat line for teachers of Australian Studies, (through the Senior Secondary Assessment Board of South Australia) and conducted a mail-out to all government-funded and independent secondary schools.

Tasmanian divisional staff conducted 35 school and college information and education sessions, involving a total of more than 2,900 young people, wrote to every school and college in Tasmania and continued the college enrolment card payment scheme, where the institution is paid for each student enrolled.

Divisional staff in the Northern Territory attended the three-day Bass in the Grass Festival (similar to the Big Day Out), and sent enrolment forms and information letters to 859 Year 12 students with their end-of-year results. A total of 45 electoral education resource kits were sent and 10 electoral education awareness presentations were delivered to high schools.

### **Awareness activities for new citizens**

Across Australia, divisional staff attended citizenship ceremonies and provided information to new citizens. Staff attended 360 ceremonies in New South Wales and the Australian Capital Territory; 395 ceremonies in Victoria; 170 ceremonies in Queensland; 156 ceremonies in Western Australia; 49 ceremonies in South Australia; 7 of the larger ceremonies in Tasmania; and 16 ceremonies in the Northern Territory.

Other activities included information kits provided to local councils, media releases and information sessions for people newly arrived in Australia.

### **Awareness activities for culturally and linguistically diverse groups**

In New South Wales, Queensland and South Australia, multilingual information on enrolling and voting was distributed to targeted households and through multicultural associations prior to the 2004 federal election. On election day (and the Werriwa by-election), multilingual videos were played and posters were displayed in designated polling places in New South Wales and South Australia.

In New South Wales, multilingual assistance information is inserted in standard mail-outs.

Queensland staff attended the Brisbane Vietnamese New Year Festival in February and DROs attended a one-day training course in making presentations for people from non-English speaking backgrounds.

Western Australian staff placed an information article in *Multicultural Matters*, published by the Office of Multicultural Interests, and advertisements in a monthly newsletter produced by the Ethnic Communities Council. The AEC wrote to 183 ethnic community groups and presented information sessions to 27 students from the Adult Migrant Education program at Central TAFE, a local migrant group in the Division of Forrest.

Tasmanian DROs addressed two groups of immigrants from culturally and linguistically diverse backgrounds during the year.

### **Awareness activities for indigenous people**

In the lead-up to the 2004 federal election, Community Electoral Information Officers (CEIOs) were recruited in all States and Territories apart from Tasmania.

New South Wales, Queensland and Northern Territory staff participated in NAIDOC Week events (organised by the National Aboriginal and Islander Day Observance Committee) and Croc Festivals (a series of cultural festivals in rural and remote communities).

In Queensland, enrolment and voting information was sent to indigenous staff of the Brisbane City Council and Centrelink and to 640 indigenous community organisations prior to the 2004 federal election. During the election, a CEO employed in the Kennedy divisional office was interviewed for a program being made by the National Indigenous Radio Service. The program, *Politics and Indigenous Australia*, was broadcast over six weeks. Further mailouts to indigenous organisations were conducted to highlight the passage of 40 years since Queensland granted indigenous people the right to vote in State elections and to provide copies of the video *Vote It's Important*. Queensland represents the AEC on the Australian Bureau of Statistics Aboriginal and Torres Strait Islander working party.

In Western Australia, the AEO wrote to 382 indigenous groups, offering electoral information and staff attended the Katanning Saltbush Youth Festival, aimed at people between the ages of 15 and 25 years. Two field trips were conducted, in April and June 2005, to the Kimberley and Pilbara regions, resulting in 37 communities visited as well as police stations, schools and pastoral properties. To highlight the AEC's role, during these trips, static displays were set up and radio interviews conducted. The AEC in Western Australia has set up an Indigenous Reference Group to provide expert and informed advice to the AEO on a number of the activities and projects contained in the rural/remote programs. As part of a Council of Australian Governments project, planning progressed in the Anangu Pitjantjatjara Lands through a network of rural transaction centres.

In August 2004, Tasmanian staff conducted a mail-out to over 50 registered indigenous groups, schools and educators, sending promotional material and posters from the *Vote It's Important* campaign.

In the lead-up to the 2005 Northern Territory Legislative Assembly election, all remote indigenous communities and Darwin and Alice Springs indigenous town camps were reviewed by the AEC. Northern Territory staff visited 26 remote indigenous communities and attended major indigenous events to conduct roll reviews and electoral education sessions. In early 2005, the Northern Territory initiated a project in north-east Arnhem Land to increase participation in electoral events (see case study on page 88).

### **Awareness activities for business, professional and other organisations**

In New South Wales, an electoral education flyer was inserted in the History Teachers' Association of New South Wales quarterly journal, *Teaching History*, public awareness staff attended meetings of the New South Wales Department of Education Human Society and its Environment Network and presentations were conducted at New South Wales Parliament House for history teachers and TAFE teachers of English as a second language and their students.

In Victoria, AEC staff participated in an in-service program organised by the EEC, for primary and secondary teachers in the Barwon South region of the Victorian Department of Education, Employment and Training.

Displays were held at two Queensland History Teachers' Association conferences, at the Business Educators' Association of Queensland conference, the World Education Fellowship Forum, *Educating for Democracy: How can Schools and Homes Better Promote It?*, at the University of Queensland, the Mt Isa Council March Fair and the Connect Across the City event at Caloundra. An information session was also conducted at the Bowen Neighbour Centre.

In Western Australia, real estate agents were provided with enrolment forms and reply-paid envelopes to display or distribute to new homeowners or renters and a large removal firm was provided with the same materials for their clients. These activities resulted in repeated requests for more materials, and the strategy will be expanded in 2005–06.

The South Australian AEC distributed enrolment forms to real estate agents, moving firms, solicitors, indigenous community centres and neighbourhood community centres. Displays were conducted at shopping centres in the lead-up to the 2004 federal election.

Northern Territory staff provided information in the orientation kits of all newly recruited teachers and their families, delivered directly to all Army, Navy or Air Force personnel transferred to the Northern Territory in 2005, and relayed to newly recruited remote nurses through relocation coordinators in the major regional hospitals.

In addition, AEC staff attended Department of Defence Welcome Expos at the Tindal Air Force base in Katherine and Robertson Army barracks in Darwin.

AEC Northern Territory staff liaised with the Northern Territory Cattlemen's Association to send electoral information to all cattle stations in the Northern Territory as part of an enrolment initiative.

### Other activities

The AEO for Queensland made two appearances on a national television program for primary school students, TTN, firstly to discuss the role of the AEC, and secondly to explain the distribution of voting preferences.

The AEC was featured in the *Burnie Advocate*, after Tasmanian staff supported elections for school leaders at a local primary school.

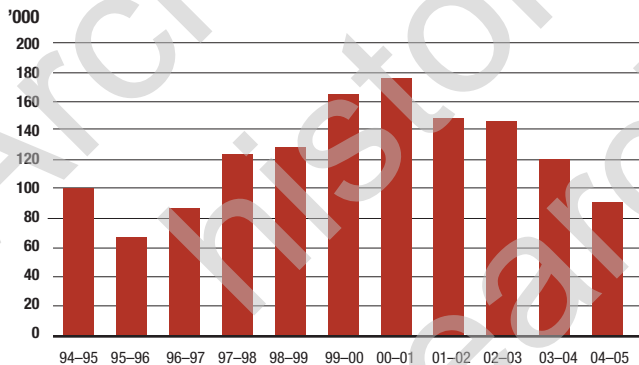
### Analysis

Figure 12 shows trends in SCVP participation over recent years.

The SCVP continued to operate successfully in 2004–05, with 91,366 participants. However, activities related to the 2004 federal election meant that divisional staff had less time for public awareness activities. This is reflected in the decreases in the number of electoral education presentations nationally, and in the number of participants.

The change of emphasis towards targeting particular groups is continuing to have an increasing impact on participant data. Senior-secondary classes are smaller and increasingly difficult to access as curriculum demands become heavier for this group. The AEC has been developing new resources to service the targeted groups, and public awareness programs are being evaluated to assess the effectiveness of the refocusing which has occurred, in the light of changes in client demography.

Figure 12 **Participants in school and community visits program sessions and activities**



## CASE STUDY

# Increasing participation in the Northern Territory



During 2005, AEC staff in the Northern Territory began working with traditional elders, community representatives, community councils and resource centres in Yirrkala and Gunyangara in north-east Arnhem Land and associated homelands outside those communities. The aim of the project is to increase participation in electoral events by involving communities in planning for the events.

The area was identified for this project on the basis of low voter turnout, comparisons of the electoral roll with other population data, and strong feedback from the people in the area about the need for better electoral education. Mobile polling in this area has consistently been a difficult challenge in past elections.

To increase electoral participation and reduce informal voting, the project links polling, education, and enrolment strategies into an integrated election plan with significant local community involvement and ownership. The model builds on previous and current AEC activities in other remote indigenous communities, and is implemented in stages.

First, AEC staff work with members of the community to get their views on previous election arrangements, including participation and roll status. From these discussions, the staff reach agreements with individuals and organisations for significant, sustained community involvement in the planning of electoral events.

Once this commitment has been achieved, the team works jointly with key community representatives to develop an agreed, integrated plan for the community, linking mobile-polling planning, electoral awareness, enrolment and participation.

The plan identifies key community contacts, who are usually people of influence in the local traditional structure, to be employed as liaison officers to promote enrolment and voting in the community. AEC staff and the representatives then develop a mobile-polling schedule to increase participation in the next electoral event.

Ceremonial obligations coinciding with electoral events are a significant reason people are unable to vote. The liaison officers will help to develop mechanisms of information exchange to ensure that the AEC is notified of upcoming traditional ceremonies. They will also educate AEC staff about particular protocols and obligations, on staff and on community members, in the event of ceremonies. In this way, each group will know the constraints on the other, and alternative arrangements can be made so that people obligated by ceremony can vote.

After the mobile-polling schedules and protocols have been agreed upon, there is a period of general electoral awareness raising for the community. This includes information on how to complete a ballot paper (particularly for the Senate), the differences between Northern Territory Legislative Assembly elections and federal elections, the responsibilities of electors and the AEC, and how to get information on candidates and party policies.

The next step is a major review of the community to update the electoral roll by identifying duplicate registrations, cleansing the roll of any unreported deaths and enrolling new electors.

When the next election is called, a further, election-specific awareness strategy (including components of the national public awareness plan) will build on this activity. The strategy will be targeted to meet the needs of the community.

As each milestone in the project is achieved, information and reports are made available to stakeholders and others.

At the current stage of the project in Yirrkala and Gunyangara, AEC staff are developing the appropriate mobile-polling schedules. The next milestone will be the publishing of draft schedules, which is planned for September 2005. The review of the electoral roll will begin in March 2006, after the wet season.

While the early stages of the project will require intensive activity by AEC staff, the aim is to develop sustainable, long-term community contacts. In this way, information will be updated regularly and the community will be able to participate in electoral events long after the project has been completed.

HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

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**Financial Performance  
and Future Operations**

Analysis of financial performance  
 Developments



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## Analysis of the AEC's financial performance

The Australian National Audit Office (ANAO) audited the AEC's financial statements for the period ended 30 June 2005. The ANAO issued an unqualified audit opinion. A statutory matter relating to the AEC's agreements under s 31 of the *Financial Management and Accountability Act 1997* was also noted.

The Statement of Financial Performance for the period ended 30 June 2005 shows a net surplus from ordinary activities of \$6.1 million. Most of the surplus (\$5.4 million) relates to unspent funds for implementing recommendations from the Joint Standing Committee on Electoral Matters (JSCEM) inquiry into the 2001 federal election.

Implementation of recommendations relating to proof of identity is subject to consultations with the States and Territories. During 2004–05, representatives of the Department of Finance and Administration and the AEC undertook consultation with all States and Territories in regard to their willingness to adopt the proposed proof of identity scheme and, where necessary, enact complementary legislation. In June 2005 the Department of Finance and Administration provided a brief to the Special Minister of State on the outcomes of the consultation process.

The AEC forecast a deficit of \$3 million in the 2004–05 Portfolio Additional Estimates Statements. A deficit was expected to result from consuming assets required for the 2004 federal election. Savings in corporate expenses and non-election activities mitigated the expected loss.

Total departmental revenues for the year were \$184.3 million, an increase of \$76 million compared to departmental revenue for 2003–04. Appropriation revenue increased by \$72.6 million and goods and services revenue increased by \$3.6 million. The increase in appropriation revenue reflected the fact that 2004–05 was an election year. The increase in goods and services revenue reflected the cyclical nature of the AEC's commercial election activities and activities funded by the Australian Agency for International Development (AusAID). Employee expenses increased by \$43.5 million and supplier expenses increased by \$23.3 million. The majority of these increases were incurred in conducting the 2004 federal election.

The Statement of Financial Position as at 30 June 2005 shows total assets of \$54.6 million and total liabilities of \$29.5 million. Cash and receivables comprise \$34.1 million of the AEC's total assets, including an appropriation receivable of \$24.4 million. Non-financial assets comprise \$20.5 million of the total asset base.

Total assets declined by \$6.1 million during the year. The reduction was caused by the consumption of assets required for the 2004 federal election and reductions in the written-down values of land, buildings and infrastructure, plant and equipment assets.

The AEC returned \$13.4 million in appropriations relating to the *Electoral and Referendum Amendment Act (No. 1) 1999*. The return of funds resulted in a debit balance in the AEC's contributed equity. The AEC also returned \$0.6 million in appropriations relating to JSCEM recommendations on provisional voting, as the legislative amendments required to implement the recommendations did not proceed.

The Statement of Administered Financial Performance reflects fines and penalties arising from the conduct of elections and by-elections (\$1.54 million), as well as public funding payments arising from the 2004 federal election and the Werriwa by-election (\$42 million).

# Developments that have affected AEC operations, or may affect them in future

## Changes in governing legislation

### Major amendments

Two major pieces of legislation that amended the *Commonwealth Electoral Act 1918* came into force during the 2004–05 financial year. These were:

- the *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004*, the substantive provisions of which came into force on 21 July 2004
- the *Electoral and Referendum Amendment (Enrolment Integrity and Other Measures) Act 2004*, most provisions of which came into force on 10 August 2004. This amending legislation was additionally amended by the *Electoral and Referendum Amendment (Prisoner Voting and Other Measures) Act 2004*, the substantive provisions of which also commenced on 10 August 2004.

The *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004* made the following amendments to the legislative regime governing the electoral roll:

- restructured ss. 90 to 91E of the Commonwealth Electoral Act to make roll access provisions clearer
- extended the end-use restrictions for roll information to all forms of the roll
- removed references to the form in which rolls are produced from the Commonwealth Electoral Act, allowing the AEC to provide the roll on the internet and the AEC intranet
- removed the roll from sale in any format
- required the AEC to publish a statement of its reasons where the AEC has decided that a party or party name cannot be registered
- allowed scrutineers to be present at pre-poll voting centres
- clarified procedures for the nomination of candidates for election to the Australian Parliament
- prohibited any broadcasting of political material that is audible within close proximity to polling places
- allowed for the temporary suspension or adjournment of polling for physical and safety reasons
- made a series of technical amendments to the Commonwealth Electoral Act and the *Referendum Act 2001*.

The *Electoral and Referendum Amendment (Enrolment Integrity and Other Measures) Act 2004* made the following amendments to the Commonwealth Electoral Act:

- introduced enrolment based on residence at an address in a subdivision
- included the sex and date of birth of electors on the certified list, for use as a check on identity when voting
- amended prisoners' eligibility to enrol and vote to provide that prisoners who are serving a sentence of three years or more are not entitled to enrol or vote in an election
- allowed registered political parties and independent members of parliament to be provided, on request, with certain information about where electors voted on election day
- provided for a new scheme to deal with proof of identity and address at enrolment
- enabled the AEC to obtain information from prescribed State and Territory officers in relation to the proof of identity and address arrangements (this amendment is not yet in force but may commence in the 2005–06 financial year).

The AEC has implemented the amendments that came into force during 2004–05, and is preparing for the commencement of the remaining amendments. The Electoral and Referendum Regulations 1940 were aligned with the amended Commonwealth Electoral Act on 20 June 2005.

## Administrative law developments

A further piece of legislation that impacted on the AEC's administration of the Commonwealth Electoral Act is the *Legislative Instruments Act 2003* (LI Act), the substantive provisions of which came into force on 1 January 2005.

Among other things, the LI Act provides a scheme for the registration and parliamentary scrutiny of all legislative instruments. The AEC creates a number of instruments that fall within the definition of 'legislative instruments' under the Commonwealth Electoral Act and other legislation. The AEC obtained exemptions from the operation of the LI Act for certain instruments, where it was appropriate to do so. In relation to the remainder of the legislative instruments, the AEC developed internal policies and procedures to ensure compliance with its new obligations under the LI Act. The AEC is currently implementing backcapturing procedures for legislative instruments made prior to 1 January 2005.

## Redevelopment of roll management and election systems

Over the next six years the AEC will be redeveloping its enrolment and election support systems. The current roll management system (RMANS) and election management system (ELMS) will be reengineered and replaced.

The replacement system (GENESIS) is being developed to modernise the roll management application to meet the emerging demands of the information technology environment and ensure that the AEC continues to be able to support the enrolment function in the future. The new system will not merely duplicate RMANS functions but will seek to streamline enrolment processing activity and incorporate enrolment management functions currently handled manually or using non-mainstream systems. Phase 1 of the new system is expected to be commissioned in 2007.

The RMANS redevelopment is the first phase of a longer term project which will eventually consolidate the AEC's enrolment and election systems onto a single platform.

The AEC also trialled the potential for using electronic scanning and optical character recognition technology to read enrolment forms, and to supply enrolment data directly to the roll management system.

## International services

The two most significant trends to become apparent in relation to the AEC's international services during 2004–05 were the increasing willingness of the Australian Government to fund regional governance initiatives in the Pacific region, and the increasing demand for the Building Resources in Democracy, Governance and Elections (BRIDGE) electoral administrators' course.

Excellent opportunities exist in the Pacific region for the implementation of cooperative projects on a scale too large for piecemeal implementation on a bilateral basis. The Pacific Islands, Australia and New Zealand Electoral Administrators' (PIANZEA) Network has served to build links between the various electoral administrations that greatly simplify the organisation of multinational projects. The availability of Pacific Governance Support Program (PGSP) funding has both built upon the achievements of the PIANZEA Network and energised the network to achieve even more; and the ease with which support was obtained within the Pacific region for the AEC's PGSP-funded activities clearly demonstrates the benefits of long-term networking. For its part, the AEC stands ready to continue to support a whole-of-government approach to governance assistance in the Pacific region and elsewhere.

In relation to BRIDGE, the AEC continues to work with a widening circle of international partners who are in a position to support the implementation of BRIDGE in the areas of the world where it is most needed. The AEC anticipates that demand for BRIDGE will continue to grow as it becomes more widely known. The BRIDGE Expert Advisory Group has clearly identified a set of priority development activities for the next several years.

Another issue which is becoming of increasing importance is security. The kidnapping of election workers in Afghanistan and the murder of election workers in Iraq demonstrates the dangers which can arise as attempts are made to conduct elections in increasingly challenging environments. In deploying staff overseas, the AEC always places the highest priority on their personal safety.

## Management of information technology

The Enterprise and Information Technology (IT) Governance Section was established within the IT Branch in April 2004. The new section consolidates existing finance, contracts, budget and security functions. In addition, the section is establishing enterprise architecture and IT governance capabilities through the appointment of an AEC Enterprise Architect.

The AEC has adopted an enhanced project governance approach for projects with significant IT components. Two new governance bodies, the Business Development Committee and the Business Solutions Advisory Group, have been established to review the strategic alignment and operational impacts of projects and project proposals. The first iteration of this approach commenced in May 2005. The process will be further refined and strengthened throughout the 2005–06 financial year.

In 2003, the AEC's IT Security Framework was rewritten and endorsed to bring us up to date with current government policy and direction. This included our Chief Executive Instructions, policies and user guides. Since 2003, the framework has been promulgated and maintained. It was the subject of an internal audit review during 2003–04, and the findings were favourable.

Implementation of the extensive and constantly changing IT security workplan involves a large, ongoing body of work. The AEC will continue to apply appropriate resources to the IT security function.

The AEC's current outsourced IT contracts will terminate in 2007. Future sourcing of our IT service delivery will be a major focus for the coming year.

## Corporate services

The AEC Financial Management Section was restructured during 2004–05. The section now contains a financial reporting, taxation and systems team, and a budgeting and financial projects team. Team leaders report to the AEC's Chief Financial Officer.

The Financial Management Section will be working to continuously improve the AEC's financial management and governance framework during 2005–06. This will include enhancing the AEC's understanding of the agency's cost structure and its drivers, and the contemporary influences that affect the agency's financial position. The section will devote increased attention to forward financial indicators, both short and long term, to enable improved decision making at all levels of the agency.

A key priority for 2005–06 will be the transition to Australian Equivalent International Financial Reporting Standards (AEIFRS).

Following changes to roles and functions of some areas, there is now a dedicated Governance and Assurance Section that is responsible for governance arrangements within the AEC and also provides a secretariat function to the Business Assurance Committee. This section is also responsible for the AEC's risk management strategy and processes.

As a result of the changes to roles and functions the Human Resource Management Section is responsible for providing a coordinating role and assistance and support to the senior management for the strategic planning process and the implementation of the strategic plan.

The AEC is currently implementing new human resource and financial management IT systems. The new systems are expected to streamline some work practices and provide improved management reporting to better facilitate decision making.

The new human resource information system, expected to be implemented by June 2005, was delayed by unanticipated complexities in the conversion from the previous system. The payroll module is expected to become available in September 2005, with other planned human resource management modules being progressively implemented through to December 2005.

At no time was the AEC's ability to pay its staff compromised as a result of those delays.

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HOUSE OF REPRESENTATIVES



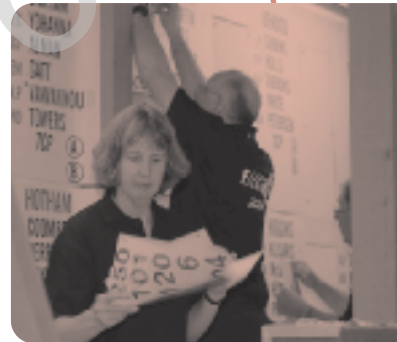
AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
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**Management and  
Accountability**

Corporate governance

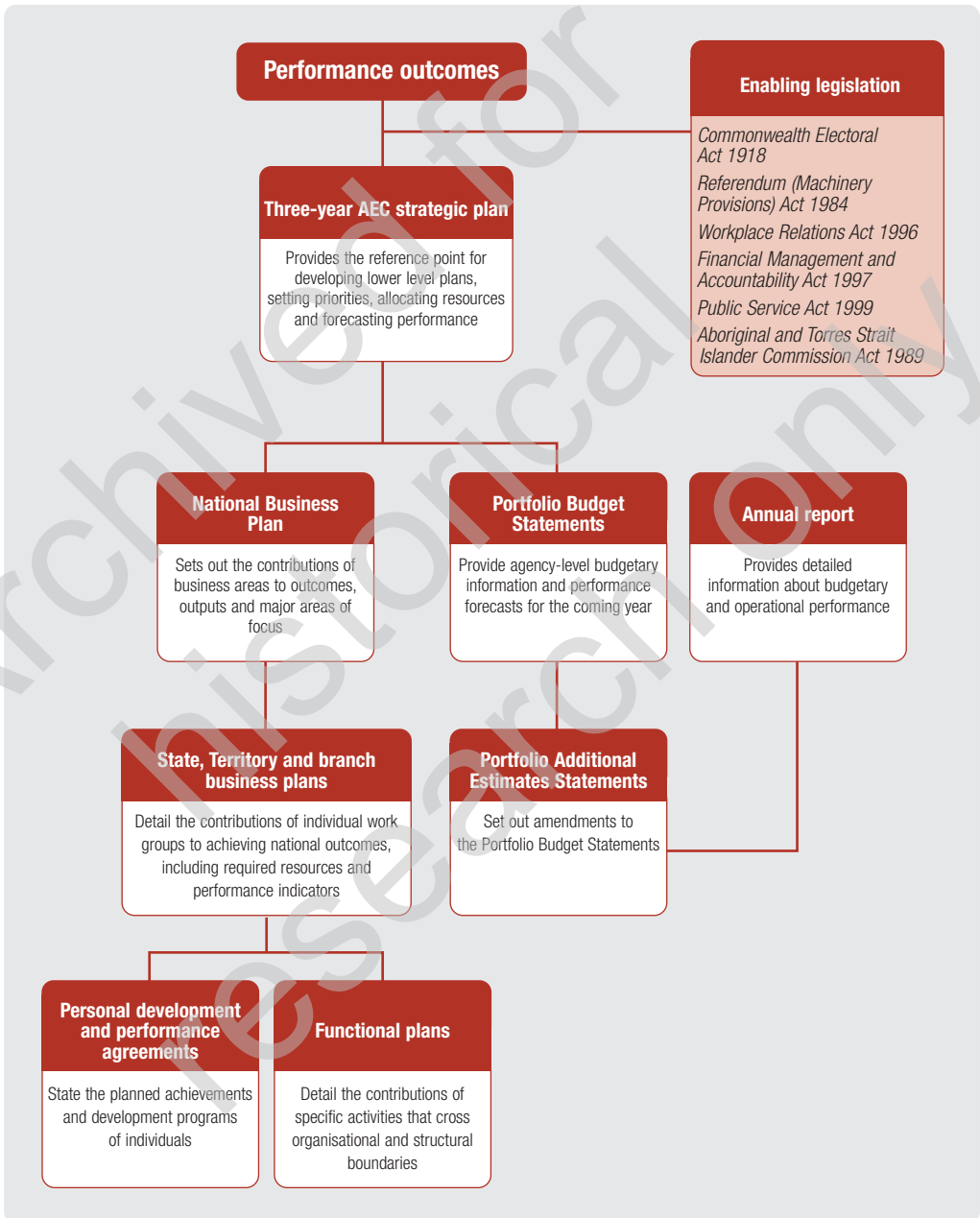
External scrutiny



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# Management and accountability

Figure 13 Planning, operating and reporting framework



# Corporate governance

## Corporate governance practices

The AEC supports the delivery of its outputs through a structured corporate governance framework that ensures the effective management of business initiatives and other strategic activities. The fundamental principles on which the AEC governance framework is based include:

- clear lines of decision making and reporting
- well-defined planning processes.

In 2004–05 the AEC placed greater emphasis on corporate governance within the agency by creating a specialised Governance and Assurance Section. To better focus on governance matters and more closely integrate governance with business assurance functions, the AEC has been:

- developing an internal audit program which includes performance and conformance reviews
- operating within a risk management framework which itself is incorporated into the broader business planning process
- expanding the existing Business Assurance Committee to include external membership, to provide greater transparency and accountability
- increasing the emphasis on monitoring and reporting against key findings and recommendations made in audit reports.

Emphasis continued to be placed on stakeholder management, leadership, values and behaviours, organisational improvement and the development of skills capabilities during the year, in line with priorities identified in the AEC's Strategic Plan 2004–07. Focus groups were set up to analyse issues and develop strategies to address each of these five major areas of focus.

The AEC's strategic plan continues to be an integral part of the performance planning process, providing high-level guidance on strategic direction and promoting the alignment of all aspects of AEC management practices with organisational goals. A copy of the plan can be found at the AEC website, [www.aec.gov.au](http://www.aec.gov.au).

## Governance structure

The AEC is an independent statutory agency, headed by a commission comprising: a part-time chairperson who is a judge or retired judge of the Federal Court; a part-time non-judicial member who is also an agency head; and the Electoral Commissioner, who is the full time Chief Executive Officer and has the powers of a secretary of a department under the *Public Service Act 1999* and the *Financial Management and Accountability Act 1997*. All three members of the commission are engaged under the *Commonwealth Electoral Act 1918* and are appointed by the Governor-General. The membership of the current Commission is discussed in the AEC Overview section of the annual report.

The key role of the National Executive is to assist the Electoral Commissioner to shape and promulgate significant AEC decisions.

Reporting to the First Assistant Commissioners are five Assistant Commissioners, located in central office, with responsibility for the following functions:

- corporate services
- elections
- enrolment and parliamentary services
- public awareness, media and research
- information technology.

An Australian Electoral Officer (AEO) manages operations in each State and the Northern Territory, through a State or Territory head office. The Australian Capital Territory is managed by the AEO for New South Wales, except during



a federal election period, when an AEO for the Territory is appointed. The current AEOs are named in the AEC Overview section of this report.

The AEC has a Strategic Advisory Committee that meets every two months to consult with and advise the Electoral Commissioner on strategy, policy and management matters. Its membership comprises all the senior executive positions outlined above.

In addition, the AEC has in place a number of management committees, which operate in accordance with the following principles of good governance:

- accountability
- transparency
- integrity
- stewardship
- leadership.

The composition of senior advisory committees that contribute to decision making within the AEC is shown in Figure 14.

## **Accountability**

Resources are managed responsibly, in accordance with the agency's accountability to the Parliament and other stakeholders.

The AEC has developed clear links between parliamentary expectations for the delivery of outputs, actual appropriations, and the AEC's organisational performance in the delivery of its outcomes. Strategies have been employed which:

- establish the output basis for funding
- develop, maintain and use information on the full accrual costs and values created in the delivery of outputs
- establish responsibility for the management of resources
- establish accountability to the Parliament and other stakeholders for the agency's performance in the delivery of outputs.

During the year the AEC appointed a new Chief Financial Officer, Mr Andrew Baker.

## **Senior management committees**

### **National Executive**

The National Executive's distinctive contribution is in supporting the Electoral Commissioner in determining the policy directions for the organisation as a whole. The National Executive does this through its leadership of the whole organisation, including by setting clear directions and communicating those directions to the organisation.

A summary of outcomes from National Executive meetings is available for employees to read on the AEC's intranet.

### **Strategic Advisory Committee**

The Strategic Advisory Committee is the AEC's main consultative and advisory body. It assists the Electoral Commissioner to guide the AEC by providing input to significant decisions.

The Strategic Advisory Committee supports the National Executive in developing, refining and implementing the AEC's strategic objectives nationally. It meets six times a year to discuss progress against key strategic targets and to review implementation of strategies against project plans.

## **Business Assurance Committee**

The Business Assurance Committee is established by the Electoral Commissioner to help him meet his statutory responsibilities for the AEC's governance control framework and to ensure effective review and business advisory assistance.

The committee is a forum for the review of risk and assurance matters and advises the Electoral Commissioner, the National Executive and the Strategic Advisory Committee on these issues. It actively promotes the value and importance of the internal audit function in providing independent, objective assurance and advisory services that add value and improve business operations.

## **Budget and Performance Management Committee**

The Budget and Performance Management Committee meets regularly to establish financial priorities, manage and monitor budget and performance, determine allocation of outcome resources and oversee decisions of the outcome management committees.

## **Outcome management committees**

The AEC has established an outcome management committee for each of the AEC's three outcomes. The outcome management committees actively contribute to the AEC's business planning process by making recommendations to the Budget and Performance Management Committee on budget allocations, evaluating performance and alerting that committee to the need for remedial action when required.

The AEC recognises that there are some business activities and costs that cannot be directly linked to a single key area of external service delivery. Examples of these are information technology business services, human resource management services and financial services. Planning related to these business support costs is reviewed and managed by the Business Support Review Committee. Attribution of the costs of such services is being further refined to enable more accurate cost attribution among the three outcomes. The outcome management committees and their membership are shown in Figure 15.

Figure 14 **Senior advisory committees**

<b>National Executive</b>	<b>Strategic Advisory Committee</b>	<b>Business Assurance Committee</b>	<b>Budget and Performance Management Committee</b>
<b>Role and activities</b>			
<p>Provides high-level leadership and direction:</p> <ul style="list-style-type: none"> <li>manages high-level strategy</li> <li>sets national direction</li> <li>manages 'hot issues'</li> <li>meets as required</li> </ul>	<p>Provides strategic direction, priorities and overall output coordination:</p> <ul style="list-style-type: none"> <li>sets strategic priorities</li> <li>monitors implementation of strategies against project plans</li> <li>meets once every two months</li> </ul>	<p>Focuses on risk and assurance issues:</p> <ul style="list-style-type: none"> <li>reviews and assesses internal controls and risk management issues, objectivity and reliability of published financial information, fraud control and governance and legislative compliance</li> <li>meets quarterly</li> </ul>	<p>Resource management subcommittee of National Executive:</p> <ul style="list-style-type: none"> <li>monitors budget and performance management</li> <li>allocates outcome resources</li> <li>oversees outcome management committees</li> <li>meets as required</li> </ul>
<b>Membership</b>			
<ul style="list-style-type: none"> <li>Electoral Commissioner</li> <li>Deputy Electoral Commissioner</li> <li>First Assistant Commissioners</li> </ul>	<ul style="list-style-type: none"> <li>Electoral Commissioner</li> <li>Deputy Electoral Commissioner</li> <li>First Assistant Commissioners</li> <li>Assistant Commissioners</li> <li>Australian Electoral Officers</li> <li>Chief Financial Officer</li> <li>Two nominated staff members (rotating)</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Electoral Commissioner</li> <li>First Assistant Commissioners</li> <li>Australian Electoral Officer (rotating)</li> <li>External member</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Electoral Commissioner</li> <li>First Assistant Commissioners</li> <li>Chief Financial Officer</li> </ul>

Figure 15 **Outcome management committees**

<p><b>Outcome 1: An effective electoral roll</b></p> <p>Assistant Commissioner, Enrolment and Parliamentary Services (Chair)                      Assistant Commissioner, Elections                      Australian Electoral Officer: South Australia                      Australian Electoral Officer: New South Wales</p>
<p><b>Outcome 2: An impartial and independent electoral system</b></p> <p>Assistant Commissioner, Elections (Chair)                      Assistant Commissioner, Public Awareness, Media and Research                      Australian Electoral Officer: Western Australia                      Australian Electoral Officer: Tasmania</p>
<p><b>Outcome 3: An informed community</b></p> <p>Assistant Commissioner, Public Awareness, Media and Research (Chair)                      Assistant Commissioner, Enrolment and Parliamentary Services                      Australian Electoral Officer: Victoria                      Australian Electoral Officer: Northern Territory</p>
<p><b>Business support review</b></p> <p>Assistant Commissioner, Corporate Services (Chair)                      Assistant Commissioner, Information Technology                      Australian Electoral Officer: Queensland                      Australian Electoral Officer: Victoria</p>

## Corporate and operational plans

The AEC maintains a hierarchy of plans and associated performance measuring and monitoring processes in its performance management framework. A summary of the planning, operating and reporting framework is provided in Figure 13. These plans reflect the outcomes of the AEC's planning processes.

The Strategic Plan 2004–07 provided the focus for the AEC's key directions and evolving strategic priorities during the reporting period. The plan, developed in consultation with the AEC National Executive, staff and customers, documents the AEC's outcomes, purposes and values and provides the reference point for other AEC plans.

Business plans are developed annually to support the achievement of the outputs in the AEC's strategic plan. These plans are developed at the State level, and at branch level in central office, and detail the activities planned for the year, together with the resources required and performance information appropriate for the activities.

As well as the higher level planning documents, a number of supporting plans address specific business functions, including:

- the property plan, which provides for the long-term management of AEC-leased property
- the corporate information technology plan, which outlines the direction of information technology development within the AEC for the period 2004–07
- the strategic internal audit program, which is updated annually and outlines the audit coverage for compliance and performance audits over the financial year
- the corporate fraud control plan, a three-year plan which identifies areas of corporate fraud risk and contains strategies to prevent or minimise the incidence of corporate fraud within the AEC
- the electoral fraud control plan, which contains strategies to prevent or minimise the commission of electoral offences that may affect the result of a federal election
- the strategic risk management plan, which identifies areas of business risk within the AEC and how risks will be managed
- the security plan, which protects staff and visitors, security classified information, equipment and premises against harm, loss, interference and compromise
- the business continuity plan, which applies risk management techniques and principles to the planning, administration and delivery of projects and policies
- the national electoral public awareness strategy and electoral public awareness National Action Plan, which provide a framework for refocusing of electoral activities.

## Service charter

The AEC Service Charter includes information about the AEC's functions and values, and mechanisms for providing feedback to the organisation.

In June 2005 the AEC published a new service charter in both print and electronic formats. A poster version of the new charter was also published for display in all AEC offices.

The revised charter was developed based on feedback received from a wide range of electors and key stakeholders.

## Internal audit arrangements

AEC internal audit is an independent function and reports directly to the AEC Business Assurance Committee. It is chaired by the Deputy Electoral Commissioner and reports to the Electoral Commissioner. The AEC's internal audit program is conducted through an external services provider, WalterTurnbull.

Representatives of the Australian National Audit Office (ANAO) and the AEC's internal auditors attend meetings of the Business Assurance Committee to report on the AEC's external and internal audit program and other matters of relevance. The focus of audit reviews in 2004–05 was on examining and reporting on the effectiveness of key

financial management systems at the head office level and reviewing the business processes of certain key corporate and operational functions.

## Risk management

The AEC's risk management policy and plan provide a formal framework for managing and monitoring identified risks as an integrated part of business planning. During the financial year the AEC undertook a series of workshops to assess its strategic business risks and review controls currently in place. The assessment will be finalised in early 2005–06.

## Fraud control

The AEC maintains two fraud control plans: the electoral fraud control plan, which focuses on election and enrolment fraud; and the corporate fraud control plan, which deals with all other fraud. Both plans are in accordance with the requirements of the Commonwealth Fraud Control Guidelines May 2002. The fraud control plans are important strategic documents, linked to our risk management framework. Both plans include fraud risk assessments and mitigating strategies which aim to prevent or minimise the incidence of fraud within the AEC.

## Business continuity

During 2004–05, the AEC continued to update its business continuity plan, which applies risk management techniques and principles to the planning, administration and delivery of projects and policies.

The AEC undertook to revise its approach to business continuity management in line with the findings of ANAO Report No. 53 of 2002–03, *Business Continuity Management Follow-on Audit*, and in line with Standards Australia HB 221:2003 *Business Continuity Management—Handbook* and ANAO Better Practice Guide *Business Continuity Management—Keeping the Wheels in Motion*. To this end, the AEC is developing a consistent methodology and educating business units in its application.

## Ethical standards

Through its Certified Agreement 2004–07 and Strategic Plan 2004–07, the AEC has committed all its staff to working cooperatively to embed Australian Public Service (APS) and AEC values in all aspects of their work behaviour. In 2004–05, research and design work was undertaken to identify strategies that will strengthen managers' and employees' understanding of and commitment to appropriate values and behaviour in the workplace. Implementation of the strategies will commence in 2005–06.

The AEC Standard of Conduct policy provides direction about the general expectations for the conduct and behaviour of AEC employees, and incorporates and reinforces the APS Values and Code of Conduct.

## Senior executive remuneration

Remuneration for the Electoral Commissioner is determined by the Remuneration Tribunal under the *Remuneration Tribunal Act 1973*. Other statutory appointees are part of the Principal Executive Officer structure under the Act. The remuneration and conditions for these appointees are determined by the AEC within parameters set by the Remuneration Tribunal.

The Electoral Commissioner determines remuneration and conditions for staff members with non-statutory appointments, such as senior executives, and is able to vary their salaries from time to time in accordance with their Australian Workplace Agreements. Benchmarks, such as changes in remuneration levels applying to statutory appointees and APS salary levels for senior executive staff, are used to assist in determining salary increases.

The Electoral Commissioner determines performance pay for the AEC's statutory appointees (Principal Executive Officers) within the Remuneration Tribunal parameters. The Electoral Commissioner also determines performance

pay for the AEC's senior executive staff employed under the Commonwealth Electoral Act. Table 35 lists base bands for statutory appointees and senior executive staff of the AEC.

Table 35 **Base salary bands for statutory appointees and senior executive staff**

Remuneration band in \$	Number of staff
80,000–89,999	1
90,000–99,999	4
100,000–109,999	2
110,000–119,999	6
120,000–129,999	–
130,000–139,999	2
140,000–149,999	1
150,000–159,999	–
160,000–169,999	–
170,000–179,999	–
180,000–189,999	1

Note: These bands do not represent total remuneration; that is, they include superannuable salary but do not include other components of salary packaging, such as cars and superannuation and performance pay.

## Social justice and equity

The AEC met with representatives of key disability organisations in June 2005 and agreed to establish an ongoing advisory group. Recommendations from this group will guide the AEC in a review of the current Disability Action Plan.

## External scrutiny

### Judicial decisions and decisions of administrative tribunals

In 2004–05, one unfair dismissal matter involving the AEC was brought before the Australian Industrial Relations Commission. The matter was resolved in conciliation proceedings.

### Performance audits

During 2004–05 the AEC contributed to several ANAO cross-agency audits by responding to questionnaires and surveys. The results of those audits were published in the following ANAO reports:

- No. 6 of 2004–05, *Performance Management in the Australian Public Service* (tabled 5 August 2004)
- No. 10 of 2004–05, *Senate Order for Departmental and Agency Contracts (Calendar Year 2003 Compliance)* (tabled 17 September 2004)
- No. 15 of 2004–05, *Financial Management of Special Appropriations* (tabled 23 November 2004)
- No. 55 of 2004–05, *Workforce Planning* (tabled 23 June 2005).

# Management of human resources

## Managing and developing our people

As part of a consultative strategic planning process undertaken during 2004–05, the AEC identified 'major areas of focus' for each function of the AEC for the period 2004–07. The major areas of focus identified for managing and developing AEC people are:

- promoting the trust and confidence of all stakeholders in the AEC
- supporting and developing our decentralised organisational structure
- engaging and equipping our staff to meet business challenges in a professional manner
- developing leadership capabilities at all levels within the AEC
- fostering commitment by our staff to a values-driven culture.

Senior executive co-sponsors of major areas of focus and nominated Executive Level staff will work with other AEC staff to identify activities and programs to progress major areas of focus initiatives.

Organisational development and design projects are ongoing, and are in the process of being implemented, in a small number of metropolitan divisional office sites across the AEC. The aims are to better align the organisational structure with future needs and to provide enhanced career development and progression opportunities for employees.

## Managing performance

The third cycle of the AEC's performance management program (PMP) began in July 2004 and was completed in June 2005.

An action item in the AEC's Remuneration, Classification and Performance Management Framework Memorandum of Understanding, reached with the relevant staff representative associations and unions in September 1999, was to review the effectiveness of the PMP in 2004–05, after its first two years of operation. The required review was undertaken in 2004–05.

The review invited all employees, managers and members of the Strategic Advisory Committee to provide their views on the PMP through online questionnaires. The review also incorporated other sources of best practice information, such as findings from the ANAO cross-agency audit *Performance Management in the Australian Public Service* (ANAO Report No. 6 of 2004–05), to improve the effectiveness of the program.

Changes arising from the review, to be implemented for the next performance management cycle, include:

- applying a five-point rating scale to performance assessments
- discontinuing the rating of development goals as part of the overall performance assessment
- introducing an optional performance bonus model for Executive Level employees, based on the senior executive appraisal program
- promulgating a more managed approach to workforce development within the AEC, through the Organisation Development Steering Committee
- updating supporting guidelines for the PMP to reflect better practice and changed arrangements.

Work will be undertaken in 2005–06 to develop a multisource feedback tool that reflects the values in the AEC Strategic Plan 2004–07 and the APS Values. The AEC will also explore workplace strategies to enhance the engagement of employees at APS Levels 1–4 in organisational improvement initiatives.

## Developing leadership

A number of activities occurred during 2004–05 as a result of the leadership feedback and development programs held for senior and Executive Level (EL) managers in 2003–04. They included:

- involving EL managers in the strategic planning process through focus group discussions between the Deputy Electoral Commissioner and EL managers, and between EL managers and their work groups
- identifying management skills required by EL managers, and providing development opportunities to supply those skills—for example, contract, financial and political management programs
- having senior and EL managers participate in teams developing action plans to implement key components of the strategic plan
- sponsoring senior and EL managers to attend development programs, conferences and international electoral events
- developing an executive development strategy that encourages executives to assess their short-, medium- and long-term career aspirations and to align their skills and goals to both the AEC and, more broadly, the APS.

## Improving financial management and business planning

Further development activities for AEC senior and EL managers were conducted to support the AEC's financial management framework and to improve its business planning processes.

## Embedding workplace values

Design work to develop activities and support mechanisms to strengthen the understanding and commitment of managers and other staff to appropriate values and behaviours in the workplace was undertaken in 2004–05, for implementation in 2005–06.

## Redesigning work arrangements

Work redesign proposals in a small number of metropolitan divisional offices in each State were ongoing at the end of 2004–05. Managers and other staff in those offices, and their representatives, were involved in redesigning work arrangements to improve operational effectiveness and enhance career prospects. New work designs are in the process of being implemented and evaluated.

## Consolidating and improving corporate services

Following consolidation of all the AEC's corporate service functions in 2003–04, a request for tender for a new, integrated financial management information and human resource information system was released at the end of July 2004. Acumen Business Solutions was the preferred supplier, selected to deliver Great Plains (financial management information system) and PayGlobal (human resource information system) to the AEC in 2005–06.

The Corporate Services Systems Review Project Team was formed in January 2005 to manage the implementation process.

## Preventing workplace harassment

The strategy of zero tolerance for workplace harassment was integrated into ongoing human resource management workplace diversity programs in 2004–05.

This decision was taken in response to positive staff survey results recorded over the period 2001–03, which demonstrated a reduction of just over 50 per cent in two years in the number of employees who felt they had been subject to workplace harassment.

The AEC continued to provide support to the national workplace harassment contact officer network through the dissemination of information and training for new contact officers.



## Workforce planning, staff retention and turnover

The AEC continued developing its workforce planning model during the reporting period. In 2004 the AEC formally adopted a people management framework. The framework will guide human resource management activities such as identifying capability gaps and skills required to meet future business needs.

The AEC again recorded a high retention rate, with staff turnover of 9.18 per cent.

During the year, the AEC placed greater focus on addressing unscheduled absences, as a consequence of the ANAO report findings on this topic, and as part of a commitment in the provisions of the Certified Agreement 2004–07 to improve business processes. A draft attendance policy was developed as one aspect of a package to improve AEC performance in this area.

In 2004–05, unscheduled absences in the AEC amounted to 8,958.13 days. This total, divided by 757.97 full-time equivalent (FTE) employees, gives an average of 11.82 days per FTE. This represents a small reduction compared to the AEC's previous ANAO survey results.

Effective management of the non-ongoing workforce has been an area of concentrated activity, and considerable research was undertaken in 2004–05 with a view to ensuring the AEC works within APS guidelines.

Appendix A gives an overview of AEC staffing.

## Training and development

The implementation of the AEC Strategic Plan 2004–07 involved various learning and development activities, such as assisting the 'major areas of focus' teams to gather data and staff input to enable the development of strategies. Other activities, in relation to the PMP, job design, leadership development, the APS and AEC values and code of conduct, and improving corporate services, financial management and workforce planning, were also featured in 2004–05.

As part of the PMP, all staff identified development goals for 2004–05. Individual skills and career development opportunities continued to be offered through the AEC's Studybank and internal mobility programs, and funds were allocated for training at the State and Territory level. The AEC continued to support employees undertaking the certificate and diploma courses in electoral governance offered by Griffith University through distance education.

As part of the AEC's internal professional development program, Building Resources in Democracy, Governance and Elections (BRIDGE) programs were again conducted in most States and Territories. The AEC also continued its involvement in the Australian Public Service Commission (APSC) Human Resource Capability Development Program.

The AEC developed the Executive Development Strategy Scheme to provide current and future senior managers and EL staff with access to executive development through a range of technical and management activities. The strategy aims to equip AEC executives with high-quality leadership skills as defined in the APSC Senior Executive Leadership Capability Framework.

## Certified Agreement and Australian Workplace Agreements

The AEC Certified Agreement 2004–07 was certified on 28 June 2004, after lengthy negotiations during 2003–04, and has a nominal expiry date of 28 June 2007. The certified agreement applies to all AEC staff employed under the *Public Service Act 1999* and those other staff not on Australian Workplace Agreements, representing 522 of the AEC's 804 employees.

The agreement provides competitive remuneration and salary advancement in accordance with performance management arrangements, and other (non-salary) benefits, to enable the AEC to attract, retain and develop high-quality employees to deliver the business outputs and outcomes agreed with government.

The certified agreement provides a range of flexible terms and conditions that allow balance between work and life responsibilities. These non-salary features are listed below.

## Non-salary benefits

Non-salary benefits in the agreement include:

- flexible working arrangements (for example, part-time work, home-based work on an informal or formal basis, the ability to extend bandwidths to meet particular personal needs of an employee, and flex-time)
- the ability to purchase up to four weeks additional leave
- the closure of all offices during the Christmas and New Year period, offset by an increase in standard daily working hours to seven hours and 30 minutes
- access to an increased number of days of personal leave without a medical certificate
- access to personal leave for parenting purposes
- recognition of domestic travel within the bandwidth, for flex-time purposes
- recrediting of purchased leave for use in the same purchased leave year, subject to satisfactory medical evidence
- study assistance for employees undertaking approved courses of study, enhanced funding for mobility placements to enhance career development, and reimbursement of the costs of membership of certain professional organisations
- provision of family room facilities in the central office
- reimbursement of costs associated with dependant care for staff members travelling on business
- a confidential, professional counselling service for employees and their families, accessible at no cost to them
- a childcare referral service for employees
- reimbursement for loss of or damage to clothing or personal effects if it occurs during the course of employment
- an increase in the minimum payment for emergency duty, from two to three hours.

## Performance improvement

The agreement identifies improvements to organisational productivity and performance that the AEC and its employees will work together to achieve during the life of the agreement. The key improvements include:

- enhancing organisational performance through working cooperatively to improve business processes in accordance with AEC strategic, operational and individual plans
- developing a sustainable organisation with effective client service delivery
- reducing unscheduled absences, by asking staff about the reasons for absence, determining whether there are common factors, and developing strategies to reduce the loss of productivity
- improving injury management, through better communication of occupational health and safety (OH&S) issues and improved use of training tools such as the AEC's OH&S e-learning modules
- embedding APS and AEC values in all aspects of work behaviour, through developing practical examples of expected behaviours that demonstrate AEC values at the local workplace level, supported by a program of corporate training and development to be delivered to managers and other staff in 2005–06.

## Salary ranges

The salary bands available for APS Level staff under the AEC Certified Agreement 2004–07 are shown in Table 36.

Table 36 **Salary ranges by classification structure**

Remuneration band in \$	Employee classification
30,990–34,251	Australian Public Service Level 1
35,072–38,894	Australian Public Service Level 2
39,948–43,778	Australian Public Service Level 3
44,524–48,792	Australian Public Service Level 4
49,660–54,423	Australian Public Service Level 5
54,971–61,612	Australian Public Service Level 6
68,650–77,362	Executive Level 1
79,141–92,246	Executive Level 2

## Australian Workplace Agreements

The AEC offers a flexible approach to employment, allowing employees to choose between an Australian Workplace Agreement (AWA) and the AEC certified agreement. AWAs are available to all ongoing employees covered by the *Public Service Act 1999*. Existing AWAs in the AEC are linked to terms and conditions contained in the AEC Certified Agreement 2004–07. AWAs provide access to individually determined flexible benefits and work arrangements, including, for example, access to extended bandwidths.

The classifications and numbers of staff covered by AWAs in 2004–05 are shown in Table 37.

Table 37 **AEC employees covered by Australian Workplace Agreements, 2004–05**

Classification	Number of staff
Senior executives	8
Executive Levels 1–2	82
Australian Public Service Levels 1–6	176
<b>Total</b>	<b>266</b>

## Performance pay

No AEC employees engaged under the *Public Service Act 1999* receive performance pay. Salary and performance pay for those statutory appointees designated as Principal Executive Officers under the *Remuneration Tribunal Act 1973* and employed under the Commonwealth Electoral Act are determined by the AEC within parameters set by the Remuneration Tribunal.

For other senior executive staff employed under the Commonwealth Electoral Act, performance pay is determined by the Electoral Commissioner in line with the AEC senior executive performance appraisal guidelines and remuneration policy.

A total of 16 statutory appointees and senior executives were eligible for performance pay during 2004–05. The aggregated amount paid during the year was \$239,980. The performance pay average was 9.55 per cent of the employee's total remuneration (including all items of remuneration, not just superannuable salary), with the minimum payment being \$6,517 and the maximum \$23,399.

## Occupational health and safety and workers compensation

The AEC OH&S Injury Management Plan 2004–07 sets out the AEC's OH&S objectives and responsibilities. The plan allows the AEC to track its performance in OH&S and injury prevention and management across the organisation.

Refer to Appendix B for more information on OH&S.

There were 47 new claims for workers compensation in 2004–05. This represents an increase compared to 2003–04, reflecting the significant increase in the number of temporary staff engaged during the election year. Timely and effective injury management remained the major focus, aimed at early intervention strategies to return employees to work in accordance with AEC policies and Comcare guidelines. The AEC remains resolute on providing health promotion strategies to AEC staff.

## Workplace diversity

The AEC's commitment to workplace diversity is outlined in the AEC's major corporate documents and management tools, including: the Workplace Diversity Program 2003–06; the Certified Agreement 2004–07; the Strategic Plan 2004–07; the performance management plan; the AEC Service Charter; the recruitment and selection guidelines; and the AEC Induction Package.

These documents recognise the AEC's obligation to:

- ensure that clients receive a responsive service tailored to their needs
- ensure that managers and employees understand the value that diversity can bring to the AEC
- provide access, for all AEC employees, to learning opportunities which enhance job satisfaction and career options
- provide AEC employees with a work environment that is flexible and family friendly
- develop an organisational culture that values diversity.

The AEC also has a number of specific initiatives in place to support diversity in the workplace, namely:

- nominating a workplace harassment contact officer in every office in each State and Territory
- encouraging career development through mobility, building organisational capability by identifying required individual skills and competencies, and adopting appropriate development strategies as part of performance management arrangements
- providing a childcare referral service, dependant care for staff members who are travelling on business, and family room facilities
- subsidising an employee assistance program
- offering flexible work options.

The AEC uses targeted selection criteria when recruiting employees to work in identified positions that provide electoral services to indigenous communities, or among communities in which English is not the first language spoken at home. Table 38 shows how particular groups were represented among AEC staff in 2004–05.

Table 38 **Equal employment opportunity profile at 30 June 2005, including staff on higher duties arrangements**

	Total staff <sup>a</sup>	Female	CLDB	ATSI	PWD
Senior executive staff <sup>b</sup>	20	6	1	–	–
Executive Level 2	29	11	4	–	–
Executive Level 1	76	31	7	–	1
Australian Public Service Level 6	212	82	15	2	8
Australian Public Service Level 5	49	26	5	–	–
Australian Public Service Level 4	61	44	8	–	–
Australian Public Service Level 3	166	107	18	1	4
Australian Public Service Level 2	190	170	18	1	4
Australian Public Service Level 1	–	–	–	–	–
<b>Total</b>	<b>803</b>	<b>477</b>	<b>76</b>	<b>4</b>	<b>17</b>

ATSI=people from Aboriginal or Torres Strait Islander backgrounds

CLDB=people from culturally or linguistically diverse backgrounds

PWD=people with disabilities

a This includes all ongoing and non-ongoing operative staff employed under the *Public Service Act 1999*.

b Senior executive staff engaged under section 35(1)(b) of the *Commonwealth Electoral Act 1918*, Principal Executive Officers (the Deputy Electoral Commissioner and Australian Electoral Officers) and full-time officeholders (the Electoral Commissioner) in the Commission on 30 June 2005 (includes staff on higher duties arrangements).

## Purchasing

The Contracts and Procurement Advisory Unit assists AEC officers in the procurement of goods and services. The unit's primary function is to ensure that the AEC meets all its obligations when contracting, including the core purchasing principles and government purchasing policy and guidelines.

During the reporting period the Contracts and Procurement Advisory Unit continued to ensure that purchasing activities were undertaken in accordance with the AEC Chief Executive Instructions, and met the core requirements set out in the Commonwealth Procurement Guidelines and related guidance, namely:

- value for money
- efficiency and effectiveness
- accountability and transparency
- ethics
- industry development.

The unit successfully implemented the new Commonwealth Procurement Guidelines, which came into force on 1 January 2005.

During 2004–05, the AEC sought continuous improvement in its procurement and contract management functions through in-house training of staff involved in procurement activities. This training was reinforced by timely advice and assistance from the Contracts and Procurement Advisory Unit.

## Discretionary grants

The AEC did not administer any discretionary grants in 2004–05.

# Assets management

## Management of physical assets

The AEC's major fixed asset group, information technology (IT) desktop services and hardware, is managed by the IT Branch support team. Office fit-out is managed through the AEC's National Property Team. The remaining fixed assets base, comprising all other fixed assets, was not materially significant to the strategic business of the AEC in 2004–05.

## Management of information assets

The roll management system (RMANS) and the election management system (ELMS) are the AEC's key strategic IT assets. RMANS contains the electoral rolls for federal, State and Territory elections; and a range of computer programs for the entry, storage and extraction of elector and geographical information, including electors' addresses and the boundaries of electoral areas. ELMS assists in managing the logistics of elections, including materials management, polling place management, election financial management and election night processing. During the financial year, the RMANS and ELMS application programs were effectively maintained and documented so that the systems were stable and able to provide accurate data as needed.

While they are currently stable and robust, advances in technology mean that RMANS and ELMS will become increasingly more expensive and unreliable over time. The AEC was provided with additional funding in the 2005–06 budget to develop a replacement system, the general enrolment election support information system (GENESIS), over a six-year period.

# Consultants and competitive tendering and contracting

## Consultancies

A total of five new consultancies to the value of \$10,000 or more were let during 2004–05. The total expenditure on all consultancies in the current financial year was \$1,327,352. Appendix G contains detailed information on consultancy contracts let to the value of \$10,000 or more during the year. It also contains a summary of the AEC's policy on the selection and engagement of consultants.

## Competitive tendering and contracting

The AEC's outsourcing arrangements comply with the principles specified in the Commonwealth Procurement Guidelines, ensuring value for money, efficient, effective and ethical use of resources, accountability and transparency.

In 2004–05, there were no contractual provisions prevented from being accessed by the Auditor-General. No contracts were exempt from publication on AusTender.

Market testing of services provided either in-house or by other government agencies was not considered during the reporting period.

The AEC's competitive tendering and outsourcing arrangements for the year are described in the following paragraphs.

## Audit services

Audit services were contracted out in 2001 following market testing. Internal audit services continue to be provided under contract by WalterTurnbull.

## Legal services

In May 2003, a panel contract for the provision of legal services was established to comply with Australian Government reforms (under the *Judiciary Amendment Act 1999*). Legal services continue to be provided to the AEC through the four panel members: the Australian Government Solicitor; Deacons; Minter Ellison; and Sparke Helmore Solicitors.

## Information and communications technology infrastructure services

The AEC maintains outsourced information and communications technology arrangements through its membership of the Cluster 3 group of Australian Government agencies. The arrangements include the provision by CSC Australia of a mainframe and mid-range data centre, and gateway services. Optus provides the AEC with data, voice and web-hosting services.

## Property management services

Property management services were first outsourced by the AEC in 1995. The services are currently provided under contract by CB Richard Ellis. The external provision of these services continues to successfully fulfil the complex requirements which arise from the AEC's large and geographically diverse property portfolio.

# Providing access for people with disabilities

## Disability action plan

The AEC's disability action plan has been in place for two years. Designed to meet the requirements of the *Disability Discrimination Act 1992* and the Commonwealth Disability Strategy, the plan was developed after broad consultation with a range of disability organisations and people with disabilities.

The AEC met with representatives of key disability organisations in June 2005 and agreed to establish an ongoing advisory group. Recommendations from this group will guide the AEC in a review of the current disability action plan.

## Commonwealth Disability Strategy

The Commonwealth Disability Strategy assigns five core roles to government bodies: policy adviser, regulator, purchaser, provider and employer. The AEC's performance in each role is described below.

### Policy adviser

Managing the electoral roll is a major function of the AEC. The continuous roll update program has helped to ensure that all electors, including those with disabilities, are on the electoral roll and that their details are correct. By mailing enrolment information and forms direct to electors, and by making them available on the internet, the AEC has reduced the need for people to visit their divisional offices or other places to obtain this material.

The AEC routinely investigates alternative enrolment and voting options for people, including people with disabilities. The AEC provides options to government for consideration.

### Regulator

The AEC ensures that any information that it is required to publish is available through the internet and by telephone typewriter.

## Purchaser

The AEC intranet site is W3C compliant. Detailed information on contracts and tendering is provided on the intranet site to assist AEC staff involved in procurement. However, given the strict rules regarding the lodgement of tenders, at this stage the internet site is not used for this purpose.

During 2004–05, the AEC purchased services from specialist disability organisations such as Vision Australia and the National Information and Library Service. These services included the production of audio and braille information materials.

During 2004–05, the AEC purchased materials to provide at least one wheelchair accessible voting screen for each polling place that has full or assisted wheelchair access. The screen was first developed and produced by the AEC for the 2001 federal election. All polling places are provided with desktop voting screens as a service to those electors who prefer to sit down when completing their ballot papers.

At the 2004 federal election, most voting screens had a broad, red stripe on the leading edge, providing a luminous distinction to assist the depth perception of sight-impaired electors. For future elections, all voting screens will have this feature.

## Provider

Many of the AEC's services are specifically targeted to assist people with disabilities. In the lead-up to and during the 2004 federal election, the following activities were undertaken:

- a national program of polling place inspections was conducted to ensure that access categories were correct
- electoral information was provided in a range of alternative formats, including braille, large print, audio cassette and audio file, through a range of media
- the locations of polling places with full or assisted wheelchair access were advertised through the media, and notified through the AEC's call centres and the internet
- alternative methods of voting, such as postal and pre-poll voting, were promoted and advertised through the AEC's election advertising campaign
- mobile polling facilities were provided at hospitals and nursing homes
- a national telephone inquiries number and a high-capacity call centre operation were maintained, including a cell of very highly trained staff to assist people with difficulties
- a comprehensive election leaflet was delivered to all householders approximately two weeks before the election.

In recent years the accessibility of polling places has been under increased scrutiny. In line with the AEC's aim to provide the best possible polling facilities, inspections are made of all likely polling venues, prior to a federal election, and those venues are rated for their accessibility to electors with mobility disabilities.

At the 2004 federal election, 6,017 out of a total of 7,729 polling places (78 per cent) were either fully accessible or accessible with some assistance.

The AEC website meets Government Online standards for providing access for people with disabilities.

## Employer

During 2004–05, the AEC continued to articulate its commitment to encouraging diversity within its workforce, through its certified agreement, disability action plan, workplace diversity program and recruitment and selection policies.

For further information about workplace diversity and equal employment opportunity, see page 109.



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HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
in the order of your choice

**Financial Statements**

Audit report

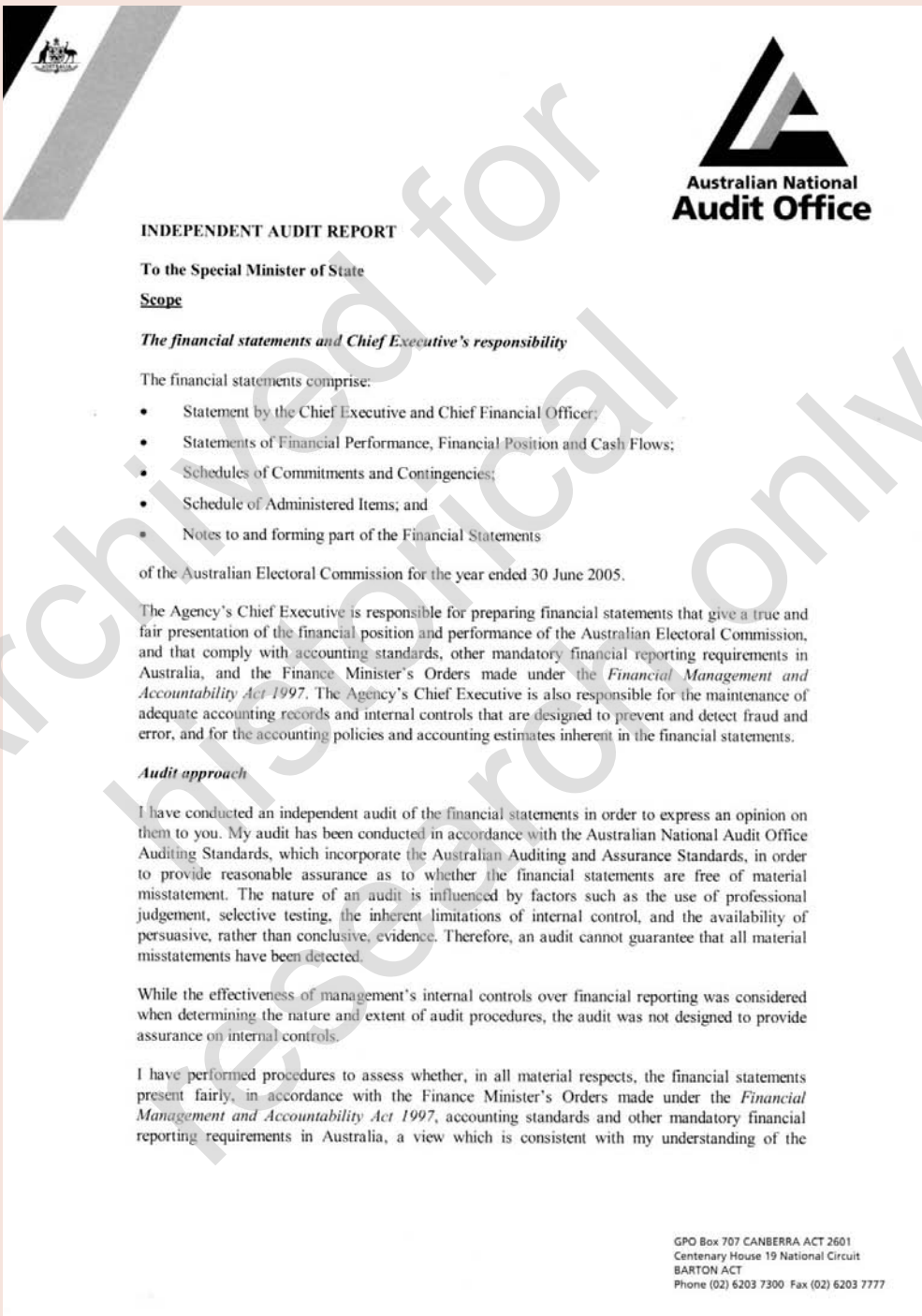
Statements by the Chief Executive

Statements and schedules



Remember . . .  
number every box to make your vote count.

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Agency's financial position, and of its performance as represented by the statements of financial performance and cash flows.

The audit opinion is formed on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial statements; and
- assessing the appropriateness of the accounting policies and disclosures used, and the reasonableness of significant accounting estimates made by the Chief Executive.

***Independence***

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the ethical requirements of the Australian accounting profession.

**Audit Opinion**


In my opinion, the financial statements of the Australian Electoral Commission:

- (a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*; and
- (b) give a true and fair view of the Australian Electoral Commission's financial position as at 30 June 2005 and of its performance and cash flows for the year then ended, in accordance with:
  - (i) the matters required by the Finance Minister's Orders; and
  - (ii) applicable accounting standards and other mandatory financial reporting requirements in Australia.

**Other Statutory Matter**

As detailed in note 18 of the financial statements, the Australian Electoral Commission has contravened Section 83 of the Constitution and has therefore breached Section 48 of the *Financial Management and Accountability Act 1997*.

Australian National Audit Office



Allan M Thompson  
Executive Director

Delegate of the Auditor-General

Canberra  
12 August 2005

**AUSTRALIAN ELECTORAL COMMISSION  
STATEMENT BY THE CHIEF EXECUTIVE AND CHIEF  
FINANCIAL OFFICER**

In our opinion, the attached financial statements for the year ended 30 June 2005 have been prepared based on properly maintained financial records (except for those matters detailed in Note 18) and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, as amended.

  
Ian Campbell  
Electoral Commissioner  
12 August 2005

  
Andrew Baker  
Chief Financial Officer  
11 August 2005

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### STATEMENT OF FINANCIAL PERFORMANCE

for the year ended 30 June 2005

	Notes	2005 \$'000	2004 \$'000
<b>Revenues from ordinary activities</b>			
Revenues from Government	3A	171,877	99,264
Goods and services	3B	11,806	8,204
Interest	3C	1	–
Revenue from sale of assets	3D	124	15
Other revenues	3E	536	723
<b>Revenues from ordinary activities</b>		<b>184,344</b>	<b>108,206</b>
<b>Expenses from ordinary activities (excluding borrowing costs expense)</b>			
Employees	4A	98,830	55,315
Suppliers	4B	70,764	47,471
Depreciation and amortisation	4C	7,846	7,916
Value of assets sold	3D	126	54
Write-down of assets	4D	705	200
<b>Expenses from ordinary activities (excluding borrowing costs expense)</b>		<b>178,271</b>	<b>110,956</b>
<b>Borrowing costs expense</b>		<b>–</b>	<b>–</b>
<b>Net surplus/(deficit) from ordinary activities</b>		<b>6,073</b>	<b>(2,750)</b>
Net credit (debit) to asset revaluation reserve	9A	–	3,911
<b>Total revenues, expenses and valuation adjustments recognised directly in equity</b>		<b>–</b>	<b>3,911</b>
<b>Total changes in equity other than those resulting from transactions with the Australian Government as owner</b>		<b>6,073</b>	<b>1,161</b>

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### STATEMENT OF FINANCIAL POSITION

as at 30 June 2005

	Notes	2005 \$'000	2004 \$'000
<b>ASSETS</b>			
<b>Financial assets</b>			
Cash	5A	6,260	5,644
Receivables	5B	27,800	28,302
<b>Total financial assets</b>		<b>34,060</b>	33,946
<b>Non-financial assets</b>			
Land and buildings	6A,D	4,167	6,363
Infrastructure, plant and equipment	6B,D	6,270	8,458
Intangibles	6C,D	8,084	7,575
Inventories	6E	818	3,513
Other non-financial assets	6F	1,169	839
<b>Total non-financial assets</b>		<b>20,508</b>	26,748
<b>Total Assets</b>		<b>54,568</b>	60,694
<b>LIABILITIES</b>			
<b>Provisions</b>			
Employees	7A	20,326	19,611
Other Provisions	7B	1,583	1,972
<b>Total provisions</b>		<b>21,909</b>	21,583
<b>Payables</b>			
Suppliers	8A	6,450	8,012
Other Payables	8B	1,126	940
<b>Total payables</b>		<b>7,576</b>	8,952
<b>Total Liabilities</b>		<b>29,485</b>	30,535
<b>NET ASSETS</b>		<b>25,083</b>	30,159
<b>EQUITY</b>			
Contributed equity	9A	(6,081)	5,068
Reserves	9A	21,308	21,308
Retained surpluses	9A	9,856	3,783
<b>TOTAL EQUITY</b>	9A	<b>25,083</b>	30,159
<b>Current assets</b>		<b>36,047</b>	38,298
<b>Non-current assets</b>		<b>18,521</b>	22,396
<b>Current liabilities</b>		<b>16,686</b>	17,555
<b>Non-current liabilities</b>		<b>12,799</b>	12,980

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



## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### STATEMENT OF CASH FLOWS

for the year ended 30 June 2005

	Notes	2005 \$'000	2004 \$'000
<b>OPERATING ACTIVITIES</b>			
<b>Cash received</b>			
Goods and services		10,875	11,530
Appropriations		165,772	94,164
Net GST received from ATO		7,360	3,329
Other		396	546
<b>Total cash received</b>		<b>184,403</b>	109,569
<b>Cash used</b>			
Employees		96,431	55,375
Suppliers		80,634	49,932
<b>Total cash used</b>		<b>177,065</b>	105,307
<b>Net cash from (used by) operating activities</b>	10	<b>7,338</b>	4,262
<b>INVESTING ACTIVITIES</b>			
<b>Cash received</b>			
Proceeds from sales of property, plant and equipment		124	15
<b>Total cash received</b>		<b>124</b>	15
<b>Cash used</b>			
Purchase of property, plant and equipment		940	2,841
Purchase of intangibles		3,012	3,035
<b>Total cash used</b>		<b>3,952</b>	5,876
<b>Net cash from (used by) investing activities</b>		<b>(3,828)</b>	(5,861)
<b>FINANCING ACTIVITIES</b>			
<b>Cash received</b>			
Capital use charge		–	371
Capital injection		1,491	1,007
Cash transferred from the OPA		13,441	4,385
<b>Total cash received</b>		<b>14,932</b>	5,763
<b>Cash used</b>			
Cash transferred to the OPA		4,385	1,700
Return of contributed equity		13,441	–
Interest surplus to government		–	169
<b>Total cash used</b>		<b>17,826</b>	1,869
<b>Net cash from (used by) financing activities</b>		<b>(2,894)</b>	3,894
Net increase (decrease) in cash held		616	2,295
Cash at the beginning of the reporting period		5,644	3,349
<b>Cash at the end of the reporting period</b>	5A	<b>6,260</b>	5,644

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### SCHEDULE OF COMMITMENTS

as at 30 June 2005

	2005 \$'000	2004 \$'000
<b>BY TYPE</b>		
<b>Other commitments</b>		
Operating leases <sup>1</sup>	20,192	21,918
Project commitments <sup>2</sup>	382	9,423
Goods and services contracts <sup>3</sup>	23,836	24,200
<b>Total other commitments</b>	<b>44,410</b>	55,541
<b>Commitments receivable <sup>4</sup></b>	<b>(48,074)</b>	(41,071)
<b>Net commitments by type</b>	<b>(3,664)</b>	14,470
<b>BY MATURITY</b>		
<b>Operating lease commitments</b>		
One year or less	8,990	8,199
From one to five years	10,867	13,268
Over five years	335	451
<b>Total operating lease commitments by maturity</b>	<b>20,192</b>	21,918
<b>Other commitments</b>		
One year or less	13,439	20,032
From one to five years	10,779	13,591
<b>Total other commitments by maturity</b>	<b>24,218</b>	33,623
<b>Commitments receivable</b>		
One year or less	(10,558)	(8,214)
From one to five years	(37,486)	(32,857)
Over five years	(30)	–
<b>Total commitments receivable by maturity</b>	<b>(48,074)</b>	(41,071)
<b>Net commitments by maturity</b>	<b>(3,664)</b>	14,470

1 Operating leases included are effectively non-cancellable and comprise:

<i>Nature of lease</i>	<i>General description of leasing arrangement</i>
Leases for office accommodation	Lease payments are in accordance with the terms of the individual leases. These payments can be varied periodically to take account of an annual Consumer Price Index increase, a fixed increase or a market increase. (\$19,754,004)
An Agreement for the provision of a franking machine	The lessor provides the franking machine for use by the AEC. There are no renewal or purchase options available to the Agency. (\$15,444)
Agreements for the provision of fleet vehicles	No contingent rentals exist. There are no renewal or purchase options available to the Agency. (\$422,052)

2 Project commitments relate to the next Federal Election.

3 Goods and services contracts include IT contractors and service agreements with IT and communication providers.

4 Commitments receivable by the AEC relate to arrangements with each State and Territory for the sharing of certain costs associated with the maintenance of the joint Commonwealth, State and Territory electoral rolls.

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### SCHEDULE OF CONTINGENCIES

as at 30 June 2005

	2005 Total	2004 Total
<b>Contingent Liabilities</b>		
Balance from previous period	20	255
New	–	20
Re-measurement	–	–
Liabilities crystallised	–	(210)
Obligation expired	(20)	(45)
<b>Total Contingent Liabilities</b>	<b>–</b>	<b>20</b>
<b>Contingent Assets</b>		
Balance from previous period	61	25
New	350	36
Re-measurement	–	–
Assets crystallised	–	–
Expired	(36)	–
<b>Total Contingent Assets</b>	<b>375</b>	<b>61</b>
<b>Net Contingencies</b>	<b>375</b>	<b>41</b>

Details of each class of contingent liabilities and assets, including those not included above because they cannot be quantified or are considered remote, are disclosed in **Note 11: Contingent Liabilities and Assets**.

All of the above contingencies represent claims for damages/costs.

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION SCHEDULE OF ADMINISTERED ITEMS

	Notes	2005 \$'000	2004 \$'000
<b>Revenues Administered on Behalf of Government</b>			
<i>for the year ended 30 June 2005</i>			
<b>Non-taxation revenue</b>			
Goods and services	17A	–	4,064
Electoral Fines & Penalties	17A	<b>1,140</b>	32
Candidate deposits forfeited – Federal Election	17A	<b>394</b>	39
Other	17A	<b>3</b>	8
<b>Total Revenues Administered on Behalf of Government</b>		<b>1,537</b>	4,143
<b>Expenses Administered on Behalf of Government</b>			
<i>for the year ended 30 June 2005</i>			
Grants	17B	<b>42,034</b>	–
Other	17B	<b>17</b>	–
<b>Total Expenses Administered on Behalf of Government</b>		<b>42,051</b>	–

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### SCHEDULE OF ADMINISTERED ITEMS (continued)

	Notes	2005 \$'000	2004 \$'000
<b>Assets Administered on behalf of Government</b>			
<i>as at 30 June 2005</i>			
<b>Financial Assets</b>			
Cash	17C	–	2
Receivables	17C	–	444
Total Assets Administered on Behalf of Government		–	446
<b>Liabilities Administered on behalf of Government</b>			
<i>as at 30 June 2005</i>			
<b>Payables</b>			
Other payables	17D	–	–
<b>Total Liabilities Administered on Behalf of Government</b>		–	–
<b>Net Assets Administered on Behalf of Government</b>	17E	–	446
<b>Current Assets</b>		–	446
<b>Non-current Assets</b>		–	–
<b>Current Liabilities</b>		–	–
<b>Non-current Liabilities</b>		–	–

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### SCHEDULE OF ADMINISTERED ITEMS (continued)

	Notes	2005 \$'000	2004 \$'000
<b>Administered Cash Flows</b>			
<i>for the year ended 30 June 2005</i>			
<b>Operating Activities</b>			
<b>Cash received</b>			
Rendering of services		444	4,720
Electoral Fines & Penalties		1,143	–
Other		394	79
<b>Total cash received</b>		<b>1,981</b>	4,799
<b>Cash used</b>			
Political Parties		42,034	–
Refund of Electoral Fines		17	–
<b>Total cash used</b>		<b>42,051</b>	–
<b>Net cash from (used by) operating activities</b>		<b>(40,070)</b>	4,799
<b>Net increase (decrease) in cash held</b>		<b>(40,070)</b>	4,799
Cash at the beginning of the reporting period		2	2
Cash from Official Public Account for:			
– Appropriations		42,034	–
– Other		18,086	11,230
		<b>20,052</b>	16,031
Cash to Official Public Account for:			
– Special accounts		–	–
– Other		(20,052)	(16,029)
		<b>(20,052)</b>	(16,029)
<b>Cash at the end of the reporting period</b>	<b>17C</b>	<b>–</b>	2

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### SCHEDULE OF ADMINISTERED ITEMS (continued)

Notes	2005 \$'000	2004 \$'000
<b>Administered Commitments</b>		
<i>as at 30 June 2005</i>		
<b>BY TYPE</b>		
<b>Commitments receivable</b>	-	-
<b>Net administered commitments</b>	-	-
<b>BY MATURITY</b>		
<b>Commitments receivable</b>		
One year or less	-	-
From one to five years	-	-
Over five years	-	-
<b>Net administered commitments</b>	-	-

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

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

*for the year ended 30 June 2005*

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## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

### Note 1 Summary of Significant Accounting Policies

#### 1.1 Objectives of the Australian Electoral Commission

The Australian Electoral Commission (AEC) is an independent statutory body established under the *Commonwealth Electoral Act 1918* for the purpose of conducting elections and referendums, maintaining the electoral roll and providing electoral information, education programs and related services.

While the AEC is predominantly funded by Parliamentary appropriations, revenue is also received for the provision of electoral services to other organisations.

The AEC is structured to meet three outcomes:

Outcome 1: **(An effective electoral roll)**

Australians have an electoral roll which ensures their voter entitlement and provides the basis for the planning of electoral events and electoral redistributions.

Outcome 2: **(Impartial and independent electoral system)**

Stakeholders/customers have access to, and advice on, impartial and independent electoral services and participate in electoral events.

Outcome 3: **(An informed community)**

An Australian community which is well informed about electoral matters.

Agency activities contributing toward these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenue and expenses controlled or incurred by the Agency in its own right. Administered activities involve the management or oversight by the Agency, on behalf of the Government, of items controlled or incurred by the Government.

Administered items managed for the Government by the AEC are primarily the collection of Electoral Fees and Fines and the Payment of Election Public Funding under the operations of Outcome 2 (*Impartial and independent electoral services*).

#### 1.2 Basis of Accounting

The financial statements are required by section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The statements have been prepared in accordance with:

- Finance Minister's Orders (or FMO, being the *Financial Management and Accountability Orders (Financial Statements for reporting periods ending on or after 30 June 2005)*);
- Australian Accounting Standards and Accounting Interpretations issued by the Australian Accounting Standards Board; and
- Consensus Views of the Urgent Issues Group.

The Statements of Financial Performance and Financial Position have been prepared on an accrual basis and are in accordance with historical cost convention, except for certain assets, which, as noted, are at valuation. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Assets and liabilities are recognised in the Statement of Financial Position when and only when it is probable that future economic benefits will flow and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements equally proportionately unperformed are not recognised unless required by an Accounting Standard. Liabilities and assets that are unrecognised are reported in the Schedule of Commitments and the Schedule of Contingencies (other than remote contingencies, which are reported at Note 11).

Revenues and expenses are recognised in the AEC's Statement of Financial Performance when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

The continued existence of the AEC in its present form, and with its present programs, is dependent on Government policy and on continuing appropriations by Parliament for the AEC's administration and programs.

Administered revenues, expenses, assets and liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis and using the same policies as for Agency items, except where otherwise stated at Note 1.20.

#### 1.3 Revenue

The revenues described in this Note are revenues relating to the core operating activities of the AEC.

##### *Revenues from Government – Output Appropriations*

The full amount of the appropriation for departmental outputs for the year is recognised as revenue.

##### *Resources Received Free of Charge*

Services 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 these resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised at their fair value when the asset qualifies for recognition.

##### *Other Revenue*

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts or other agreements to provide services. The stage of completion is determined according to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services are recognised at the nominal amounts due less any provision for bad and doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collectability of the debt is judged to be less rather than more likely.

Interest revenue is recognised on a time proportionate basis that takes into account the effective yield on the relevant asset.

Revenue from disposal of non-current assets is recognised when control of the asset has passed to the buyer.

#### 1.4 Transactions with the Government as Owner

##### *Equity injections*

Amounts appropriated which are designated as 'equity injections' are recognised directly in 'contributed equity' in accordance with the Finance Minister's Orders.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### *Other distributions to owners.*

The FMO require that distributions to owners be debited to contributed equity unless in the nature of a dividend. In 2004–05, by agreement with Finance, the AEC relinquished control of appropriation funding received in previous years of \$13,441,282. The AEC was unable to spend these funds as they related to the provisions of the *Electoral and Referendum Amendment Act (No 1) 1999* that were not proclaimed as Regulations, having been disallowed by the Senate in May 2002.

#### **1.5 Employee Benefits**

##### *Benefits*

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for wages and salaries (including non-monetary benefits), annual leave, sick leave are measured at their nominal amounts. Other employee benefits expected to be settled within 12 months of the reporting date are also measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

##### *Leave*

The liability for employee benefits includes 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 AEC is estimated to be less than the annual entitlement for sick leave.

The non-current portion of the liability for long service leave reflects the present value of the estimated future cash flows to be paid. In determining the present value of the liability, expected attrition rates and future pay increases through promotion and inflation are taken into account.

The determination of current and non-current portions of the long service leave provision is based on past history of payments.

##### *Separation and Redundancy*

Provision is made for separation and redundancy benefit payments. The AEC has formally identified positions as excess to requirements and a reliable estimate of the amount of the payments has been determined.

##### *Superannuation*

Staff of the AEC are members of the Commonwealth Superannuation Scheme and the Public Sector Superannuation Scheme. The liability for their superannuation benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course.

The AEC makes employer contributions to the Australian Government at rates determined by an actuary to be sufficient to meet the cost to the Government of the superannuation entitlements of the Agency's employees.

#### **1.6 Leases**

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of leased non-current assets. In operating leases, the lessor effectively retains substantially all such risks and benefits.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at the present value of minimum lease payments at the inception of the lease term and a liability recognised at the same time and for the same amount. The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a basis which is representative of the pattern of benefits derived from the leased assets. The net present value of future net outlays in respect of surplus space under non-cancellable lease agreements is expensed in the period in which the space becomes surplus.

Lease incentives taking the form of 'free' leasehold improvements and rent holidays are recognised as liabilities. These liabilities are reduced by allocating lease payments between rental expense and reduction of the liability.

#### 1.7 Cash

Cash means notes and coins held and any deposits held at call with a bank or financial institution. Cash is recognised at its nominal amount.

#### 1.8 Other Financial Liabilities

##### *Trade Creditors*

Trade creditors and accruals are recognised at their nominal amounts, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

#### 1.9 Unrecognised Financial Liabilities and Assets

##### *Contingent Liabilities and Contingent Assets*

Contingent Liabilities (assets) are not recognised in the Statement of Financial Position but are disclosed in the *Schedule of Contingencies* and relevant notes. They may arise from uncertainty as to the existence of a liability (asset), or represent an existing liability (asset) in respect of which settlement is not probable or the amount cannot be reliably measured. Remote contingencies are part of this disclosure. Where settlement becomes probable, a liability (asset) is recognised. A liability (asset) is recognised when its existence is confirmed by a future event, settlement becomes probable or reliable measurement becomes possible.

#### 1.10 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.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues 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 agency's accounts immediately prior to the restructuring.

#### 1.11 Property, Plant and Equipment

##### *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 \$2,000, 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).

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### Revaluations

Land, buildings, plant and equipment are carried at valuation, being revalued with sufficient frequency such that the carrying amount of each asset class is not materially different, as at reporting date, from its fair value. Valuations undertaken in any year are as at 30 June.

Fair values for each class of asset are determined as shown below.

<i>Asset class</i>	<i>Fair value measured at:</i>
Land	Market selling price
Buildings	Market selling price
Leasehold improvements	Depreciated replacement cost
Plant & equipment	Market selling price

Land, buildings, infrastructure, plant and equipment are revalued in accordance with the 'fair value' method of valuation in successive 3-year cycles. In 2003–04, all property plant and equipment were revalued.

Plant and equipment (P&E) assets, including assets under finance leases, are revalued by type of asset. Plant and equipment assets and leasehold improvements were revalued as at 30 June 2004.

All valuations are conducted by an independent qualified valuer.

##### Depreciation and Amortisation

Depreciable property plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the AEC using, in all cases, the straight-line method of depreciation. Leasehold improvements are depreciated on a straight-line basis over the lesser of the estimated useful life of the improvements or the unexpired period of the lease.

Depreciation/amortisation rates (useful lives) and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate. Residual values are re-estimated for a change in prices only when assets are revalued.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

	2005	2004
Buildings on freehold land	<b>40 years</b>	40 years
Leasehold improvements	<b>Lease term, or intention</b>	Lease term, or intention
Plant and equipment	<b>5 to 10 years</b>	5 to 10 years
IT Equipment	<b>3 to 5 years</b>	3 to 5 years

The aggregate amount of depreciation allocated for each class of asset during the reporting period is disclosed in Note 4C.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### 1.12 Intangibles

The AEC's intangibles comprise of purchased software and internally developed software for internal use. These assets are carried at cost, except for developed software costing less than \$5,000, which is expensed in the year of development.

All software assets were assessed for indications of impairment as at 30 June 2005. An impairment write-down was booked for certain software as at 30 June 2004.

Software assets are amortised on a straight-line basis over their anticipated useful lives.

Useful lives are:

	2005	2004
Software assets	3 to 7 years	3 to 5 years

##### 1.13 Impairment of Non-current Assets

Non-current assets carried at up to date fair value at the reporting date are not subject to impairment testing.

Non-current assets carried at cost and held to generate net cash inflows have been tested for their recoverable amounts at the reporting date. The test compared the carrying amounts against the net present value of future net cash inflows. No write-down to recoverable amount was required (2004: nil).

The non-current assets carried at cost, which are not held to generate net cash inflows, have been assessed for indications of impairment. Where indications of impairment exist, the asset is written down to the higher of its net selling price and, if the entity would replace the asset's service potential, its depreciated replacement cost.

##### 1.14 Inventories

No inventory is held for resale.

Inventories not held for resale are valued at cost, unless they are no longer required, in which case they are valued at net realisable value.

##### 1.15 Taxation

The AEC is exempt from all forms of taxation except fringe benefits tax and the goods and services tax (GST).

Revenues, expenses and assets are recognised net of GST:

- except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- except for receivables and payables.

##### 1.16 Foreign Currency

Transactions denominated in a foreign currency are converted at the exchange rate at the date of the transaction. Foreign currency receivables and payables are translated at the exchange rates current as at balance date. Associated currency gains and losses are not material.

##### 1.17 Insurance

The AEC has insured for risks through the Government's insurable risk managed fund, called 'Comcover'. Workers compensation is insured through the Government's Comcare Agency.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### 1.18 Comparative Figures

Comparative figures have been adjusted to conform to changes in presentation and classification in these financial statements where required.

##### 1.19 Rounding

Amounts have been rounded to the nearest \$1,000 except in relation to the following:

- act of grace payments and waivers;
- remuneration of executives;
- remuneration of auditors; and
- assets held in trust.

##### 1.20 Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related Notes.

Except where otherwise stated below, administered items are accounted for on the same basis and using the same policies as for Agency items, including the application to the greatest extent possible of Accounting Standards, Accounting Interpretations and UIG Consensus Views.

###### *Administered Cash Transfers to and from Official Public Account*

Revenue collected by AEC for use by the Government rather than the AEC is Administered Revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance and Administration. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the AEC on behalf of the Government and reported as such in the Statement of Cash Flows in the Schedule of Administered Items and in the Administered Reconciliation Table in Note 17E. Thus the Schedule of Administered Items largely reflects the Government's transactions, through the AEC, with parties outside the Government.

###### *Revenue*

All administered revenues are revenues relating to the core operating activities performed by the Agency on behalf of the Commonwealth.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### Note 2 Adoption of AASB Equivalents to International Financial Reporting Standards from 2005–2006.

The Australian Accounting Standards Board has issued replacement Australian Accounting Standards to apply from 2005–06. The new standards are the Australian Equivalents to International Financial Reporting Standards (AEIFRS). The International Financial Reporting Standards are issued by the International Accounting Standards Board. The new standards cannot be adopted early. The standards being replaced are to be withdrawn with effect from 2005–06, but continue to apply in the meantime, including reporting periods ending on 30 June 2005.

The purpose of issuing AEIFRS is to enable Australian reporting entities reporting under the *Corporations Act 2001* to be able to more readily access overseas capital markets by preparing their financial reports according to accounting standards more widely used overseas.

For-profit entities complying fully with the AEIFRS will be able to make an explicit and unreserved statement of compliance with International Financial Reporting Standards (IFRS) as well as a statement that the financial report has been prepared in accordance with Australian Accounting Standards.

AEIFRS contain certain additional provisions that will apply to not-for-profit entities, including Australian Government agencies. Some of these provisions are in conflict with IFRS, and therefore AEC will only be able to assert that the financial report has been prepared in accordance with Australian Accounting Standards.

AAS 29 *Financial Reporting by Government Departments* will continue to apply under AEIFRS.

Accounting Standard AASB 1047 *Disclosing the Impact of Adopting Australian Equivalents to International Financial Reporting Standards* requires that the financial statements for 2004–05 disclose:

- an explanation of how the transition to AEIFRS is being managed;
- narrative explanations of the key policy differences arising from the adoption of AEIFRS;
- any known or reliably estimable information about the impacts on the financial report had it been prepared using the Australian equivalents to IFRS; and
- if the impacts of the above are not known or reliably estimable, a statement to that effect.

Where an entity is not able to make a reliable estimate, or where quantitative information is not known, the entity should update the narrative disclosures of the key differences in accounting policies that are expected to arise from the adoption of AEIFRS.

The purpose of this Note is to make these disclosures.

##### *Management of the transition to AEIFRSs*

AEC has taken the following steps for the preparation towards the implementation of AEIFRS:

- The AEC's Business Assurance Committee (BAC) is tasked with oversight of the transition to and implementation of the AASB Equivalents to IFRSs. The Chief Finance Officer is formally responsible for the project and reports regularly to the Business Assurance Committee on progress against the formal plan approved by the Committee.



## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

- The plan requires the following key steps to be undertaken and sets deadlines for their achievement:
  - All major accounting policy differences between current AASB standards and AEIFRS were identified by 30 June 2004.
  - Systems changes necessary to be able to report under AEIFRS were completed during 2005. This included testing and implementation of those changes.
  - Preparation of a transitional balance sheet as at 1 July 2004, under AEIFRS was completed and presented to BAC on 15 November 2004.
  - An AEIFRS compliant balance sheet as at 30 June 2005 was also prepared during the preparation of the 2004–05 statutory financial reports.
  - The 2004–05 Balance Sheet under AEIFRS will be reported to the Department of Finance and Administration in line with their reporting deadlines.

#### *Major changes in accounting policy*

The AEC believes that the financial report for 30 June 2005 will be prepared on the basis that the AEC will be a first time adopter under AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards*. Changes in accounting policies under AEIFRS are applied retrospectively i.e. as if the new policy had always applied. This rule means that a balance sheet prepared under the AASB Equivalents must be made as at 1 July 2004, except as permitted in particular circumstances by AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards*. This will enable the 2005–06 financial statements to report comparatives under AEIFRS.

Changes to major accounting policies are discussed in the following paragraphs.

Management's review of the quantitative impacts of AEIFRS represents the best estimates of the impacts of the changes as at reporting date. The actual effects of the impacts of AEIFRS may differ from these estimates due to:

- continuing review of the impacts of AEIFRS on the AEC's operations;
- potential amendments to the AEIFRS and AEIFRS Interpretations; and
- emerging interpretation as to the accepted practice in the application of AEIFRS and the AEIFRS Interpretations.

#### *Property plant and equipment*

It is expected that the 2005–06 Finance Minister's Orders will continue to require property plant and equipment assets to be valued at fair value in 2005–06.

#### *Intangible Assets*

The AEC currently recognises internally-developed software assets on the cost basis. The carrying amounts include amounts that were originally measured at deprival valuation and subsequently deemed to be cost under transitional provisions available on the introduction of AAS 38 *Revaluation of Non-current Assets* in 2000–01 and AASB 1041 of the same title in 2001–02.

The AASB Equivalent on Intangibles does not permit intangibles to be measured at valuation unless there is an active market for the intangible. The AEC's internally-developed software is specific to the needs of the Agency and is not traded. Accordingly, the AEC will derecognise the valuation component of the carrying amount of these assets on adoption of AEIFRS.

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#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

An assessment of the Intangible Assets has been completed with adjustments to original cost reversed along with the differences in amortisation in using deemed rather than original cost. The impact of the changes would have the effect of reducing Intangible Assets by \$25,166,000, reducing Accumulated Depreciation by \$23,838,545, reducing the Asset Revaluation Reserve by \$12,944,000 and increasing Retained Earnings by \$11,616,545. Cashflows relating to the funding of amortisation are expected to be reduced.

##### *Impairment of Non-Current Assets*

AEC's policy on impairment of non-current assets is at note 1.13.

Under AEIFRS these assets will be subject to assessment for impairment and, if there are indications of impairment, an assessment of the degree of impairment. (Impairment measurement must also be done, irrespective of any indications of impairment, for intangible assets not yet available for use). The impairment test is that the carrying amount of an asset must not exceed the greater of (a) its fair value less costs to sell and (b) its value in use.

##### *Decommissioning, Restoration and Make-good*

When assessing accommodation leases for the preparation of the opening balance sheet, obligations under the leases for make-good were determined. Under AEIFRS, the value of the make-good provision must be recognised as part of the cost of the underlying asset (deferred expense). A corresponding provision for these costs is already recognised under current Accounting Standards.

The impact of the changes has the effect on increasing Land and Building assets by \$350,000, increasing Accumulated Amortisation by \$139,434 and increasing Retained Earnings by \$210,566.

##### *Inventory*

AEC recognises inventory not held for sale at cost, except where no longer required, in which case net realisable value is applied.

The new AASB Equivalent standard will require inventory held for distribution for no consideration or at a nominal amount to be carried at the lower of cost or current replacement cost.

An assessment was made and it was found that in all instances the current replacement cost of inventory was equal or greater than the original cost. Therefore no adjustment is required.

##### *Employee Benefits*

The provision for long service leave is measured at the present value of estimated future cash outflows using the short hand method.

AEIFRS require that annual leave not expected to be taken within 12 months of balance date to be discounted. After assessing the staff leave profile, the AEC has made an adjustment to discount the non-current portion of annual leave using the short hand method. The impact of the adjustment is to reduce Leave Provisions by \$80,937 and increase Retained Earnings by \$80,937.

##### *Administered Items*

Assessment of the administered assets and liabilities of the AEC indicate that there are no adjustments due to the transition to AEIFRS.

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#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005*	2004
	\$'000	\$'000
<i>Reconciliation of Impacts – AGAAP to AEIFRS</i>		
<b>Reconciliation of Departmental Equity</b>		
Total Departmental Equity under AGAAP	25,083	30,159
Adjustments to accumulated results	11,908	11,568
Adjustments to other reserves	(12,944)	(12,944)
<b>Total Equity under AEIFRS</b>	<b>24,047</b>	<b>28,783</b>
<b>Reconciliation of Departmental Accumulated Results</b>		
Total Departmental Accumulated Results under AGAAP	9,856	3,783
Adjustments:		
Assets – Carrying Value	(1,473)	(1,473)
Employee Provisions	97	97
Asset Revaluation Reserves	12,944	12,944
Depreciation	350	–
Employee Expenses	(16)	–
Supplier Payments	6	–
<b>Total Accumulated Results under AEIFRS</b>	<b>21,764</b>	<b>15,351</b>
<b>Reconciliation of Departmental Reserves</b>		
Total Departmental Reserves under AGAAP	21,308	21,308
Adjustment:		
Asset Revaluation Reserve	(12,944)	(12,944)
<b>Total Departmental Reserves under AEIFRS</b>	<b>8,364</b>	<b>8,364</b>
<b>Reconciliation of Departmental Contributed Equity</b>		
Total Departmental Contributed Equity under AGAAP	(6,081)	5,068
Adjustments	–	–
<b>Total Contributed Equity under AEIFRS</b>	<b>(6,081)</b>	<b>5,068</b>
<b>Reconciliation of Net surplus (deficit) from ordinary under AGAAP</b>		
<b>Activities for year ending 30 June 2005</b>		
Net surplus from ordinary activities	6,073	
Adjustments:		
Depreciation and amortisation	350	
Write-down of assets	11,471	
Employee Entitlements	81	
Supplier Payments	6	
<b>Net surplus/deficit from ordinary activities under AEIFRS</b>	<b>17,981</b>	

\* 30 June 2005 total represents the accumulated impacts of AEIFRS from the date of transition.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005 \$'000	2004 \$'000
<b>Note 3 Operating Revenues</b>		
<b>Note 3A Revenues from Government</b>		
Appropriations for outputs	<b>171,877</b>	99,264
<b>Note 3B Goods and Services</b>		
Goods	<b>8,587</b>	4,181
Services	<b>3,219</b>	4,023
<b>Total sales of goods and services</b>	<b>11,806</b>	8,204
Provision of goods to:		
Related entities	<b>39</b>	1
External entities	<b>8,548</b>	4,180
<b>Total sales of goods</b>	<b>8,587</b>	4,181
Rendering of services to:		
Related entities	<b>2,899</b>	3,805
External entities	<b>320</b>	218
<b>Total rendering of services</b>	<b>3,219</b>	4,023
<b>Note 3C Interest Revenue</b>		
Interest	<b>1</b>	–
<b>Note 3D Net Gains from Sales of Assets</b>		
Land and buildings:		
Proceeds from disposal	<b>113</b>	9
Net book value of assets disposed	<b>(113)</b>	–
<b>Net gain from disposal of land and buildings</b>	<b>–</b>	9
Plant and equipment:		
Proceeds from disposal	<b>11</b>	6
Net book value of assets disposed	<b>(13)</b>	(54)
<b>Net loss from disposal of plant and equipment</b>	<b>(2)</b>	(48)
TOTAL proceeds from disposals	<b>124</b>	15
TOTAL value of assets disposed	<b>(126)</b>	(54)
<b>TOTAL net loss from disposal of assets</b>	<b>(2)</b>	(39)
<b>Note 3E Other Revenue</b>		
Sundry revenue	<b>462</b>	657
Resources received free of charge	<b>74</b>	66
<b>Total other revenue</b>	<b>536</b>	723

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### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005	2004
	\$'000	\$'000

#### Note 4 Operating Expenses

##### Note 4A Employee Expenses

Wages and salary	87,902	43,721
Superannuation	8,042	7,282
Leave entitlements	125	2,180
Separation and redundancies	2,182	1,772
<b>Total employee benefits expense</b>	<b>98,251</b>	<b>54,955</b>
Worker compensation premiums	579	360
<b>Total employee expenses</b>	<b>98,830</b>	<b>55,315</b>

##### Note 4B Supplier Expenses

Goods from related entities	31	8
Goods from external entities	31,464	16,574
Services from related entities	4,625	2,575
Services from external entities	25,808	16,220
Operating lease rentals	8,836	12,094
<b>Total supplier expenses</b>	<b>70,764</b>	<b>47,471</b>

##### Note 4C Depreciation and Amortisation

Depreciation of property, plant and equipment	5,344	4,241
Amortisation of computer software	2,502	3,675
<b>Total depreciation and amortisation</b>	<b>7,846</b>	<b>7,916</b>

The aggregate amounts of depreciation or amortisation expensed during the reporting period for each class of depreciable asset are as follows:

Buildings on freehold land	–	4
Leasehold improvements	2,783	1,358
Plant and equipment	2,561	2,879
Computer software	2,502	3,675
<b>Total depreciation and amortisation</b>	<b>7,846</b>	<b>7,916</b>

No depreciation or amortisation was allocated to the carrying amounts of other assets.

##### Note 4D Write down of assets

###### Financial assets

Bad and doubtful debts expense	25	75
--------------------------------	----	----

###### Non-financial assets

Leasehold improvements	–	19
Plant & equipment – write-off on disposal	74	106
Inventory	606	–
<b>Total write-down of assets</b>	<b>705</b>	<b>200</b>

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005 \$'000	2004 \$'000
<b>Note 5 Financial Assets</b>		
<b>Note 5A Cash</b>		
Cash at bank	6,234	5,613
Cash on hand	26	31
<b>Total cash</b>	<b>6,260</b>	<b>5,644</b>
<b>Note 5B Receivables</b>		
Goods and services	163	753
Less: Provision for doubtful debts	(145)	(120)
	18	633
Appropriation receivable:		
Undrawn	24,364	7,974
<i>Electoral and Referendum Amendment Act (No 1) 1999</i>	–	13,441
	24,364	21,415
Accrued appropriation	–	5,100
Accrued revenue	1,649	86
GST receivable from the ATO	260	1,063
Other	1,509	5
<b>Total receivables (net)</b>	<b>27,800</b>	<b>28,302</b>
All receivables are current assets.		
Receivables (gross) are aged as follows:		
Not overdue	27,782	27,669
Overdue by:		
Less than 30 days	18	630
30 to 60 days	1	3
60 to 90 days	4	–
More than 90 days	140	120
	163	753
<b>Total receivables (gross)</b>	<b>27,945</b>	<b>28,422</b>

Provision for doubtful debts are debtors aged at more than 60 days.

Receivables for goods and services, accrued revenue and other include \$1,598,846 (2004: \$109,784) owed to the AEC by related entities. Credit terms are net 30 days (2004: 30 days).

Appropriations receivable undrawn are appropriations controlled by the AEC but held in the Official Public Account under the Government's just-in-time drawdown arrangements.

Appropriation receivable for the *Electoral and Referendum Amendment Act (No 1) 1999* were quarantined funds as at 30 June 2004.

At 30 June 2005 the AEC relinquished control of these funds in accordance with a determination from the Finance Minister.

Accrued appropriation was funding from the Resourcing Review completed in 2004.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005 \$'000	2004 \$'000
<b>Note 6 Non-Financial Assets</b>		
<b>Note 6A Land and buildings</b>		
<b>Freehold land</b>		
– at fair value	–	40
<b>Total freehold land</b>	<b>–</b>	<b>40</b>
<b>Buildings on freehold land</b>		
– at fair value	–	73
<b>Total buildings on freehold land</b>	<b>–</b>	<b>113</b>
<b>Leasehold Improvements</b>		
– at fair value	15,018	14,428
– Accumulated Amortisation	(10,993)	(8,211)
	<b>4,025</b>	<b>6,217</b>
– in progress – at cost	142	33
<b>Total leasehold improvements</b>	<b>4,167</b>	<b>6,250</b>
<b>Total Land and Buildings (non-current)</b>	<b>4,167</b>	<b>6,363</b>
<b>Note 6B Infrastructure, Plant and Equipment</b>		
<b>Infrastructure, plant and equipment</b>		
– at fair value	8,792	8,458
– Accumulated depreciation	(2,522)	–
	<b>6,270</b>	<b>8,458</b>
<b>Total Infrastructure, Plant and Equipment (non-current)</b>	<b>6,270</b>	<b>8,458</b>
<p>At 30 June 2004 an independent valuer Preston Rowe Patterson NSW Pty Ltd conducted formal revaluations. All formal revaluations are independent and are in accordance with the revaluation policy stated at Note 1.11.</p>		
<b>Note 6C Intangibles</b>		
<b>Computer software</b>		
<b>External software</b>		
– at cost	1,799	1,452
– Accumulated amortisation	(973)	(569)
	<b>826</b>	<b>883</b>
<b>Internally developed software</b>		
– in use – at cost	49,143	46,703
– Accumulated amortisation	(43,528)	(41,430)
	<b>5,615</b>	<b>5,273</b>
– in progress – at cost	1,643	1,419
<b>Total Intangibles (non-current)</b>	<b>8,084</b>	<b>7,575</b>

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 6D Analysis of Property, Plant, Equipment and Intangibles**

TABLE A – Reconciliation of the opening and closing balances of property, plant, equipment and intangibles

Item	Land \$'000	Buildings on Freehold Land \$'000	Buildings – Leasehold Improvements \$'000	Buildings – Total \$'000	Land and Buildings Total \$'000	Plant and Equipment \$'000	Computer Software – Intangibles \$'000	TOTAL \$'000
<b>As at 1 July 2004</b>								
Gross value	40	73	14,461	14,534	14,574	8,458	49,574	<b>72,606</b>
Accumulated depreciation/amortisation	–	–	(8,211)	(8,211)	(8,211)	–	(41,999)	<b>(50,210)</b>
Opening net book value	40	73	6,250	6,323	6,363	8,458	7,575	<b>22,396</b>
Additions: – Purchases of assets	–	–	699	699	699	459	3,011	<b>4,169</b>
Write-offs	–	–	–	–	–	(73)	–	<b>(73)</b>
Disposals	(40)	(73)	–	(73)	(113)	(13)	–	<b>(126)</b>
Depreciation/amortisation expense	–	–	(2,782)	(2,782)	(2,782)	(2,561)	(2,502)	<b>(7,845)</b>
<b>As at 30 June 2005</b>	–	–	<b>4,167</b>	4,167	4,167	6,270	8,084	<b>18,521</b>
Gross value	–	–	15,160	15,160	15,160	8,792	52,585	<b>76,537</b>
Accumulated Depreciation/Amortisation	–	–	(10,993)	(10,993)	(10,993)	(2,522)	(44,501)	<b>(58,016)</b>
Closing Net book value	–	–	<b>4,167</b>	4,167	4,167	6,270	8,084	<b>18,521</b>



## AUSTRALIAN ELECTORAL COMMISSION

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

TABLE B – Assets at valuation

Item	Land	Buildings on Freehold Land	Buildings – Leasehold Improvements	Buildings – Total	Land and Buildings Total	Plant and Equipment	Computer Software – Intangibles	TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 30 June 2005</b>								
Gross value	–	–	15,018	15,018	15,018	8,792	–	23,810
Accumulated Depreciation/amortisation	–	–	(10,993)	(10,993)	(10,993)	(2,522)	–	(13,515)
<b>Net book value</b>	<b>–</b>	<b>–</b>	<b>4,025</b>	<b>4,025</b>	<b>4,025</b>	<b>6,270</b>	<b>–</b>	<b>10,295</b>
<b>As at 30 June 2004</b>								
Gross value	40	73	14,428	14,501	14,541	8,422	–	22,963
Accumulated depreciation/amortisation	–	–	(8,211)	–	–	–	–	(8,211)
<b>Net book value</b>	<b>40</b>	<b>73</b>	<b>6,217</b>	<b>14,501</b>	<b>14,541</b>	<b>8,422</b>	<b>–</b>	<b>14,752</b>

TABLE C – Assets under construction

Item	Land	Buildings on Freehold Land	Buildings – Leasehold Improvements	Buildings – Total	Land and Buildings Total	Plant and Equipment	Computer Software – Intangibles	TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Gross value at 30 June 2005</b>	<b>–</b>	<b>–</b>	<b>142</b>	<b>142</b>	<b>142</b>	<b>–</b>	<b>1,643</b>	<b>1,785</b>
Gross value at 30 June 2004	–	–	33	33	33	–	1,419	1,452

All assets under construction are also included in Table A above.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005 \$'000	2004 \$'000
<b>Note 6E Inventories</b>		
Election Equipment at cost (ie. ballot paper and voting equipment)	818	3,513
All departmental inventories are current assets.		
<b>Note 6F Other Non-Financial Assets</b>		
Prepayments	1,169	839
All other non-financial assets are current assets.		
<b>Note 7 Provisions</b>		
<b>Note 7A Employee Provisions</b>		
Salaries and wages	578	404
Leave	19,241	19,053
Superannuation	101	13
Separations and redundancies	406	141
<b>Aggregate employee benefit liability and related on-costs</b>	<b>20,326</b>	19,611
Current	8,872	8,289
Non-current	11,454	11,322
	<b>20,326</b>	19,611
<b>Note 7B Other Provisions</b>		
Lease incentives	596	941
Office leases – restoration costs	987	1,031
	<b>1,583</b>	1,972
<b>Balance 1 July</b>	<b>1,972</b>	2,247
Provisions made during the period	278	469
Provisions Used/Paid during the period	(667)	(744)
<b>Balance owing 30 June</b>	<b>1,583</b>	1,972
Current	238	314
Non-current	1,345	1,658
<b>Total other provisions</b>	<b>1,583</b>	1,972

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### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005	2004
	\$'000	\$'000

#### Note 8 Payables

##### Note 8A Supplier Payables

Trade creditors	6,450	8,012
<b>Total supplier payables</b>	<b>6,450</b>	<b>8,012</b>

All supplier payables are current liabilities.

Supplier payables includes \$976,228 (2004: \$1,023,188) owing to related entities.

##### Note 8B Other Payables

Unearned revenue – other	1,126	940
<b>Total other payables</b>	<b>1,126</b>	<b>940</b>

All other payables are current liabilities.

The total unearned revenue of \$1,125,706 (2004: 939,545) is owed to related entities.

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 9 Equity**

**Note 9A Analysis of Equity**

Item	Accumulated Results		Asset Revaluation Reserves		Contributed Equity		TOTAL EQUITY	
	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000
Opening balance at 1 July	3,783	6,533	21,308	17,397	5,068	4,061	30,159	27,991
Net surplus/(deficit)	6,073	(2,750)	–	–	–	–	6,073	(2,750)
Net revaluation increment/(decrement)	–	–	–	3,911	–	–	–	3,911
<b>Transactions with owner:</b>								
Distributions to owner:								
Returns on capital								
Dividends	–	–	–	–	–	–	–	–
Returns of capital								
Returns of contributed equity	–	–	–	–	(13,441)	–	(13,441)	–
Contributions by owner:								
Capital injection	–	–	–	–	2,292	1,007	2,292	1,007
<b>Closing balance as at 30 June</b>	<b>9,856</b>	<b>3,783</b>	<b>21,308</b>	<b>21,308</b>	<b>(6,081)</b>	<b>5,068</b>	<b>25,083</b>	<b>30,159</b>

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005 \$'000	2004 \$'000
<b>Note 10 Cash Flow Reconciliation</b>		
<b>Reconciliation of cash per Statement of Financial Position to Statement of Cash Flows</b>		
<b>Cash at year end per Statement of Cash Flows</b>	<b>6,260</b>	5,644
Statement of Financial Position items comprising above cash: 'Financial Asset – Cash'	<b>6,260</b>	5,644
<b>Reconciliation of net surplus to net cash from operating activities:</b>		
Net surplus (deficit)	<b>6,073</b>	(2,750)
<i>Non-Cash Items</i>		
Depreciation/amortisation	<b>7,846</b>	7,916
Cash transferred from OPA	–	(2,685)
Prior year adjustments	–	(111)
Write down of assets	<b>705</b>	125
Loss/(Gain) on disposal of assets	<b>2</b>	39
<i>Changes in Assets and Liabilities</i>		
Decrease (increase) in net receivables	<b>(7,984)</b>	(1,613)
Decrease (increase) in inventories	<b>2,089</b>	(1,705)
Decrease (increase) in other non financial assets	<b>(330)</b>	(102)
Increase (decrease) in employee provisions	<b>715</b>	(60)
Increase (decrease) in supplier payables	<b>(1,575)</b>	4,911
Increase (decrease) in other payables	<b>186</b>	571
Increase (decrease) in other provisions	<b>(389)</b>	(274)
<b>Net cash from/(used by) operating activities</b>	<b>7,338</b>	4,262

#### Note 11 Contingent Liabilities and Assets

##### *Quantifiable Contingencies*

The Schedule of Contingencies reports contingent assets in respect of claims for damages/costs of \$375,000 (2004: \$61,000). The Agency is expecting to succeed in claims, although the cases are continuing. The estimate is based on precedent cases.

##### *Remote Contingencies*

The remote contingencies identified by the AEC at reporting date are for office leases – restoration costs, that is makegood, when the AEC eventually vacates two of its premises. The potential liability of restoring the premises is \$62,700 (2004: \$62,700).

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2005

2004

#### Note 12 Executive Remuneration

The number of Executives who received or were due to receive total remuneration of \$100,000 or more:

	Number	Number
\$120,001 to \$130,000	–	–
\$130,001 to \$140,000	1	2
\$140,001 to \$150,000	–	3
\$150,001 to \$160,000	2	4
\$160,001 to \$170,000	2	2
\$170,001 to \$180,000	3	–
\$180,001 to \$190,000	1	2
\$190,001 to \$200,000	3	2
\$200,001 to \$210,000	1	–
\$210,001 to \$220,000	–	1
\$220,001 to \$230,000	1	1
\$230,001 to \$240,000	1	–
\$240,001 to \$250,000	–	–
\$250,001 to \$260,000	–	–
\$260,001 to \$270,000	1	–
\$270,001 to \$280,000	–	–
\$280,001 to \$290,000	1	–
	<b>17</b>	<b>17</b>

The aggregate amount of total remuneration of executives shown above.

**\$3,276,159**      \$2,844,146

The aggregate amount of separation and redundancy payments during the year to executives shown above.

**\$7,207**      –

The components of executive remuneration include wages and salaries, leave accruals, performance and other bonuses, superannuation, other allowances and fringe benefits included within remuneration agreements. Remuneration for each executive in 2005 includes performance pay for the year ended 30 June 2004, paid in 2005, and performance pay for the year ended 30 June 2005, payable at 30 June 2005. In previous years performance pay for the year has not been payable until the following year.

#### Note 13 Remuneration of Auditors

Financial statement audit services are provided free of charge to the AEC.

The fair value of the services provided was:

**\$74,000**      \$66,000

No other services were provided by the Auditor-General.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2005

2004

---

#### Note 14 Average Staffing Levels

The average staffing level for the AEC during the year was:

Number
815

Number
791

#### Note 15 Act of Grace Payments, Waivers and Defective Administration Scheme

No 'Act of Grace' payments were made during the reporting period, and there are no amounts owing as at year end.

No waivers of amounts owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*.

No payments were made under the 'Defective Administration Scheme' during the reporting period.

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 16 Financial Instruments**

**Note 16A Interest Rate Risk**

Financial Instrument	Notes	Floating Interest Rate		Fixed Interest Rate Maturing In						Non – Interest Bearing		Total		Weighted Average Effective Interest Rate	
				1 Year or Less		1 to 5 Years		> 5 Years							
		2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 %	2004 %
<b>Financial Assets</b>															
Cash at bank	5A	-	-	-	-	-	-	-	-	6,260	5,644	6,260	5,644	N/A	N/A
Receivables for goods and services (gross)	5B	-	-	-	-	-	-	-	-	3,321	844	3,321	844	-	-
Appropriation Receivable	5B	-	-	-	-	-	-	-	-	24,364	26,515	24,364	26,515	-	-
Other	5B	-	-	-	-	-	-	-	-	260	1,063	260	1,063	-	-
<b>Total</b>		-	-	-	-	-	-	-	-	34,205	34,066	34,205	34,066		
<b>Total Assets</b>												54,568	60,694		
<b>Financial Liabilities</b>															
Trade creditors	8A	-	-	-	-	-	-	-	-	6,450	8,012	6,450	8,012	-	-
<b>Total</b>		-	-	-	-	-	-	-	-	6,450	8,012	6,450	8,012		
<b>Total Liabilities</b>												29,485	30,535		



## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### Note 16B Net Fair Values of Financial Assets and Liabilities

	Notes	2005		2004	
		Total carrying amount	Aggregate net fair value	Total carrying amount	Aggregate net fair value
<b>Departmental Financial Assets</b>		<b>\$'000</b>	<b>\$'000</b>	\$'000	\$'000
Cash at bank and on hand	5A	6,260	6,260	5,644	5,644
Receivables for goods and services (net)	5B	3,176	3,176	724	724
Appropriation Receivable	5B	24,364	24,364	26,515	26,515
Other	5B	260	260	1,063	1,063
Total Financial Assets		<b>34,060</b>	<b>34,060</b>	33,946	33,946
Financial Liabilities (Recognised)					
Trade Creditors	8A	6,450	6,450	8,012	8,012
Total Financial Liabilities (Recognised)		<b>6,450</b>	<b>6,450</b>	8,012	8,012
Financial Liabilities (Unrecognised)	11	—	—	—	—

##### *Financial assets*

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

##### *Financial liabilities*

The net fair values for trade creditors are approximated by their carrying amounts.

##### Note 16D Credit Risk Exposures

The AEC's maximum exposure to credit risk at reporting date in relation to each class of recognised financial assets is the carrying amount of those assets as indicated in the Statement of Financial Position.

The AEC has no significant exposure to any concentrations of credit risk.

All figures for credit risk referred to do not take into account the value of any collateral or other security.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005 \$'000	2004 \$'000
--	----------------	----------------

#### Note 17 Administered Items

##### Note 17A Revenues Administered on Behalf of Government

###### Goods and Services

Goods and Services	–	4,064
--------------------	---	-------

###### Other revenue

Candidate deposits forfeited – Federal Election	394	39
Electoral fines & penalties	1,140	32
Other	3	8

<b>Total other revenue</b>	<b>1,537</b>	<b>79</b>
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<b>Total Revenues Administered on Behalf of Government</b>	<b>1,537</b>	<b>4,143</b>
--	--------------	--------------

##### Note 17B Expenses Administered on Behalf of Government

###### Grants

Election public funding	42,034	–
-------------------------	--------	---

###### Other

Refunds – electoral fines & penalties	17	–
---------------------------------------	----	---

<b>Total Expenses Administered on Behalf of Government</b>	<b>42,051</b>	<b>–</b>
--	---------------	----------

##### Note 17C Assets Administered on Behalf of Government

###### Financial Assets

<b>Cash</b>	–	2
-------------	---	---

###### Receivables

Goods and services	–	444
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All receivables are current assets.

<b>Total Assets Administered on Behalf of Government</b>	–	446
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## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005	2004
	\$'000	\$'000

#### Note 17D Liabilities Administered on Behalf of Government

##### Payables

Other	–	–
<b>Total Liabilities Administered on Behalf of Government</b>	<b>–</b>	<b>–</b>

#### Note 17E Administered Reconciliation Table

##### Opening Administered Assets less Administered Liabilities as at 1 July

	446	1,102
Plus Administered revenues	1,537	4,143
Less Administered expenses	(42,051)	–
Administered transfers to/from Government:		
Transfers from OPA	42,034	11,230
Transfers to OPA	(1,966)	(16,029)
Administered revaluations taken to/from reserves	–	–
<b>Closing Administered Assets less Administered Liabilities as at 30 June</b>	<b>–</b>	<b>446</b>

## AUSTRALIAN ELECTORAL COMMISSION

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

## Note 17F Administered Financial Instruments

## a) Administered Interest Rate Risk

Financial Instrument	Notes	Floating Interest Rate		Fixed Interest Rate Maturing In						Non-Interest Bearing		Total		Weighted Average Effective Interest Rate	
				1 Year or Less		1 to 5 Years		> 5 Years							
		2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 %	2004 %
<b>Financial Assets</b>															
Cash	17C	-	-	-	-	-	-	-	-	-	2	-	2	n/a	n/a
Fees receivable (gross)	17C	-	-	-	-	-	-	-	-	-	444	-	444	n/a	n/a
<b>Total</b>		-	-	-	-	-	-	-	-	-	-	-	446		
<b>Total Assets</b>												-	446		
<b>Financial Liabilities</b>															
Other creditors	17D	-	-	-	-	-	-	-	-	-	-	-	-	n/a	n/a
<b>Total</b>		-	-	-	-	-	-	-	-	-	-	-	-		
<b>Total Liabilities</b>												-	-		

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

##### b) Net Fair Values of Administered Financial Assets and Liabilities

	Notes	2005		2004	
		Total carrying amount	Aggregate net fair value	Total carrying amount	Aggregate net fair value
		\$'000	\$'000	\$'000	\$'000
<b>Administered Financial Assets</b>					
Cash	17C	–	–	2	2
Receivables	17C	–	–	444	444
<b>Total Financial Assets</b>		–	–	446	446
<b>Financial Liabilities (Recognised)</b>					
Payables	17D	–	–	–	–
<b>Total Financial Liabilities (Recognised)</b>		–	–	–	–

##### Financial Assets

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

##### Financial Liabilities

The net fair values for provisions and payables are approximated by their carrying amount.

##### c) Credit Risk Exposures

The Government's maximum exposures to credit risk at reporting date in relation to each class of recognised administered financial assets is the carrying amount of those assets as indicated in the Schedule of Administered Items.

The Government has no significant exposures to any concentrations of credit risk.

All figures for credit risk referred to do not take into account the value of any collateral or other security.

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 18 Appropriations**

**Note 18A Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund for Ordinary Services Appropriations**

Particulars	Administered Expenses			Departmental Outputs	Total
	Outcome 1	Outcome 2	Outcome 3		
Year ended 30 June 2005	\$'000	\$'000	\$'000	\$'000	\$'000
Balance carried from previous year	–	–	–	27,059	27,059
Unspent prior year appropriations – ineffective s31 <sup>1</sup>	–	–	–	(27,059)	(27,059)
Reduction of appropriations (prior years)	–	–	–	(13,441)	(13,441)
Appropriation for reporting period (Act 1)	–	–	–	162,674	162,674
Appropriation for reporting period (Act 3)	–	–	–	331	331
Appropriation for reporting period (Act 5)	–	–	–	464	464
Amounts from Comcover receipts	–	–	–	–	–
Refunds credited (FMA s 30)	–	–	–	223	223
Appropriation reduction by section 9 determination (current year)	–	–	–	(592)	(592)
<b>Sub-total 2004–05 Annual Appropriation</b>	–	–	–	149,659	149,659
GST credits (FMA s 30 A)	–	–	–	7,360	7,360
Annotations to 'net appropriations' (FMA s 31)	–	–	–	6,719	6,719
30 June 2005 variation – s31 <sup>2</sup>	–	–	–	31,737	31,737
Transfer to/from other agencies (FMA s 32)	–	–	–	–	–
Administered expenses lapsed (expended)	–	–	–	–	–
Available for payments	–	–	–	195,475	195,475
Payments made	–	–	–	165,391	165,391
<b>Balance carried to next year</b>	–	–	–	<b>30,084</b>	<b>30,084</b>
<i>Represented by:</i>					
Cash	–	–	–	6,260	6,260
Receivables – appropriations	–	–	–	23,564	23,564
Receivables – GST receivable from the ATO	–	–	–	260	260
<b>Total</b>	–	–	–	<b>30,084</b>	<b>30,084</b>

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

Particulars	Administered Expenses			Departmental Outputs	Total
	Outcome 1	Outcome 2	Outcome 3		
Year ended 30 June 2004	\$'000	\$'000	\$'000	\$'000	\$'000
Balance carried from previous year	–	–	–	27,449	27,449
Appropriation for reporting period (Act 1)	–	–	–	84,564	84,564
Appropriation for reporting period (Act 3)	–	–	–	–	–
Amounts from Comcover receipts	–	–	–	–	–
Refunds credited (FMA s 30)	–	–	–	–	–
GST credits (FMA s 30 A)	–	–	–	3,329	3,329
Annotations to 'net appropriations' (FMA s 31)	–	–	–	12,091	12,091
Transfer to/from other agencies (FMA s 32)	–	–	–	–	–
Administered expenses lapsed (expended)	–	–	–	–	–
Available for payments	–	–	–	127,433	127,433
Payments made during the year	–	–	–	100,374	100,374
<b>Balance carried to next year</b>	–	–	–	<b>27,059</b>	<b>27,059</b>
<i>Represented by:</i>					
Cash	–	–	–	5,644	5,644
<i>Add:</i> Appropriations receivable	–	–	–	21,415	21,415
<b>Total</b>	–	–	–	<b>27,059</b>	<b>27,059</b>

FMA = Financial Management and Accountability Act 1997

Act 1 = Appropriation Act (No. 1) 2004–2005

Act 3 = Appropriation Act (No. 3) 2004–2005

Act 5 = Appropriation Act (No. 5) 2004–2005

There were no savings offered up during the year and there have been no savings offered up in previous years that are still ongoing.

Any amounts of administered appropriations for 2004–05 shown above as lapsed are estimates only.

Prior year 'available' figures have been adjusted where the final determinations of amounts lapsed differed to that reported in 2003–04.

## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Under Section 31 of the *Financial Management and Accountability Act 1997* (the FMA Act), the Minister for Finance and Administration may enter into a net appropriation agreement with an agency Minister. Appropriation Acts nos. 1 and 3 (for the ordinary annual services of government) authorise the supplementation of an agency's annual net appropriation by amounts received in accordance with its Section 31 Agreement eg, receipts for charging for goods and services.

One of the conditions that must be satisfied under Section 31 of the FMA Act in order for an annual net appropriation to be increased lawfully in this way is that the Agreement is made between the Finance Minister and the agency Minister or by officials expressly delegated (where permitted) or authorised by them. An agency's Chief Executive is taken to be so authorised.

The Delegate of the Minister for Finance and Administration and the Delegate of the Special Minister of State executed the AEC's Section 31 Agreement covering the period 1 July 1998 to 30 June 1999. Whilst the AEC has operated and recorded Section 31 monies as though an effective agreement existed, the Delegate of the Special Minister of State is not the appropriate signatory for a Section 31 agreement, with the result that the agreement was ineffective and the AEC did not have control over Section 31 monies.

The Delegate of the Minister for Finance and Administration and the Delegate of the Chief Executive executed the AEC's Section 31 Agreement covering the period 1 July 1999 to 31 January 2005. Whilst the AEC has operated and recorded Section 31 monies as though an effective agreement existed, the Delegate of the Minister for Finance and Administration did not have an express delegation or authority for signing the agreement, with the result that the agreement was ineffective and the AEC did not have control over Section 31 monies.

The current Section 31 Agreement was made on 20 June 2005 between the AEC Chief Executive and the Delegate of the Minister for Finance and Administration. Acknowledging the ineffectiveness of the prior agreement, this agreement was varied on 24 June 2005, with effect from 30 June 2005, to capture retrospectively all monies that were subject to an ineffective prior agreement. This variation does not validate past breaches of Section 83 of the Constitution.

Accordingly:

- amounts disclosed in previous financial years as available for spending under departmental outputs appropriation up to 30 June 2004 were overstated by \$27.1 million;
- the 30 June 2005 variation to the AEC agreement increased the AEC appropriation by the amount of affected receipts of \$87.15 million. Of this amount \$55.41 million is not available to be spent, being \$7.49 million related to receipts from 1998–1999 which lapsed if unspent and \$47.92 from 1999 to 2005 which has already been spent;
- in addition, spending up to and including 30 June 2004 totalling \$55.39 million, was made without the authority of the Parliament, in contravention of Section 83 of the Constitution;
- therefore, resulting in a breach of Section 48 of the *Financial Management and Accounting Act 1997*.



## AUSTRALIAN ELECTORAL COMMISSION

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

A year-by-year analysis of overstatement of the department output appropriations and overspending is given below:

	98–99	Total Pre-accrual budgeting	99–00	00–01	01–02	02–03	03–04	Sub-total	04–05	Total 1/7/99 to 30/6/05
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Receipts affected	7,490	<b>7,490</b>	16,830	13,411	12,065	20,580	12,091	<b>74,977</b>	4,678	<b>79,655</b>
Unspent	17	17	16,830	13,411	(5,356)	2,564	(390)	<b>27,059</b>	4,678	<b>31,737</b>
Amount spent without appropriation	7,473	<b>7,473</b>	–	–	17,421	18,016	12,481	<b>47,918</b>	–	<b>47,918</b>

2. This amount represents receipts of \$79.66 million appropriated by the variation of 30 June 2005, less the amount spent prior to 2004–05 of \$47.92 million.

Receipts of \$7.49 million relating to 1998–1999 were appropriated by the variation of 30 June 2005. The total amount is not available to be spent as the unspent amount of \$0.02 million lapsed.

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 18B Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund for Other than Ordinary Services Appropriations**

Particulars	Administered Expenses			Non Operating Equity	Total
	Outcome 1	Outcome 2	Outcome 3		
<b>Year ended 30 June 2005</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Balance carried from previous year	–	–	–	–	–
Appropriation for reporting period (Act 2)	–	–	–	2,292	2,292
Appropriation for reporting period (Act 4)	–	–	–	–	–
Refunds credited (FMA s 30)	–	–	–	–	–
Appropriation reduction by section 11 determination (current year)	–	–	–	–	–
<i>Sub-total 2004–05 Annual Appropriation</i>	–	–	–	2,292	2,292
GST credits (FMA s 30 A)	–	–	–	–	–
Available for payments	–	–	–	2,292	2,292
Payments made	–	–	–	1,492	1,492
<b>Balance carried to next year</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>800</b>	<b>800</b>
<i>Represented by:</i>					
Cash	–	–	–	–	–
Receivables – appropriations	–	–	–	800	800
<b>Total</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>800</b>	<b>800</b>

Particulars	Administered Expenses			Departmental Outputs	Total
	Outcome 1	Outcome 2	Outcome 3		
<b>Year ended 30 June 2004</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
Balance carried from previous year	–	–	–	–	–
Appropriation for reporting period (Act 2)	–	–	–	–	–
Appropriation for reporting period (Act 4)	–	–	–	1,007	1,007
Refunds credited (FMA s 30)	–	–	–	–	–
Available for payments	–	–	–	1,007	1,007
Payments made during the year	–	–	–	1,007	1,007
<b>Balance carried to next year</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<i>Represented by:</i>					
Cash	–	–	–	–	–
<i>Add: Appropriations receivable</i>	–	–	–	–	–
<b>Total</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>

FMA = Financial Management and Accountability Act 1997

Act 2 = Appropriation Act (No. 2) 2004–2005

Act 4 = Appropriation Act (No. 4) 2004–2005



## Financial Statements

### AUSTRALIAN ELECTORAL COMMISSION

#### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2005	2004
	\$	\$

#### Note 19 Assets Held in Trust

##### Note 19A Other Trust Monies

Legal authority – *Financial Management and Accountability Act 1997; s20*

Purpose – for receipt of moneys temporarily held for possible future repayment, for example, candidate deposits.

Balance carried forward from previous year	38	49,844
Receipts during the year	<b>635,922</b>	12
Available for payments	<b>635,960</b>	49,856
Payments made	<b>635,844</b>	49,818
<b>Balance carried forward to next year held by the entity</b>	<b>116</b>	38

**AUSTRALIAN ELECTORAL COMMISSION****NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS****Note 20 Reporting of Outcomes**

In determining the full cost of outputs, the AEC charges direct costs to outputs and allocates overheads between outputs on the basis of full time equivalent staff.

**Note 20A Net Cost of Outcome Delivery**

	Outcome 1		Outcome 2		Outcome 3		Total	
	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000
Administered expenses	–	–	42,051	–	–	–	42,051	–
Departmental expenses	52,663	73,346	121,651	33,340	3,958	4,270	178,272	110,956
<b>Total expenses</b>	<b>52,663</b>	<b>73,346</b>	<b>163,702</b>	<b>33,340</b>	<b>3,958</b>	<b>4,270</b>	<b>220,323</b>	<b>101,956</b>
<i>Costs recovered from provision of goods and services to the non-government sector</i>								
Administered	–	–	–	–	–	–	–	–
Departmental	–	–	–	–	–	–	–	–
<b>Total costs recovered</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>–</b>
<i>Other external revenues</i>								
<i>Administered</i>								
Other	–	4,064	1,537	79	–	–	1,537	4,143
<b>Total Administered</b>	<b>–</b>	<b>4,064</b>	<b>1,537</b>	<b>79</b>	<b>–</b>	<b>–</b>	<b>1,537</b>	<b>4,143</b>
<i>Departmental</i>								
Interest on cash deposits	–	–	–	–	–	–	–	–
Revenue from disposal of assets	27	10	94	5	3	–	124	15
Other	8,634	4,664	3,562	4,175	74	22	12,270	8,861
<b>Total Departmental</b>	<b>8,661</b>	<b>4,674</b>	<b>3,656</b>	<b>4,180</b>	<b>77</b>	<b>22</b>	<b>12,394</b>	<b>8,876</b>
<b>Total other external revenues</b>	<b>8,661</b>	<b>8,738</b>	<b>5,193</b>	<b>4,259</b>	<b>77</b>	<b>22</b>	<b>13,931</b>	<b>13,019</b>
<b>Net cost/(contribution) of outcome</b>	<b>44,002</b>	<b>64,608</b>	<b>158,509</b>	<b>29,081</b>	<b>3,881</b>	<b>4,248</b>	<b>206,392</b>	<b>97,937</b>

## AUSTRALIAN ELECTORAL COMMISSION

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

A full review of methodologies for the attribution of overheads across outcomes and outputs was completed at the end of 2003–04. The AEC has a three year cycle, normally being: a 'pre-event' year with some additional funding in preparation for the coming 'event' year; an 'event' (that is, federal election) year with a significant increase in funding for the election; and a 'post-event' year with no additional funding. Due to the three year election cycle, there are different attribution drivers for each year within the cycle. These new methodologies, which are now automated, have enabled the allocations to outcomes and outputs to more accurately reflect these cyclical drivers.

#### Note 20B Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 1	Output Group 1								Outcome 1 Total	
	Output 1.1.1		Output 1.1.2		Output 1.1.3		Output 1.1.4		2005	2004
	2005	2004	2005	2004	2005	2004	2005	2004		
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Departmental expenses</b>										
Employees	15,306	17,646	15,444	21,191	160	150	207	239	31,117	39,226
Suppliers	9,282	11,803	7,791	15,580	232	308	197	700	17,502	28,391
Depreciation and amortisation	1,987	2,748	1,693	2,737	19	23	19	28	3,718	5,536
Other expenses	196	94	118	99	6	–	6	–	326	193
<b>Total departmental expenses</b>	<b>26,771</b>	<b>32,291</b>	<b>25,046</b>	<b>39,607</b>	<b>417</b>	<b>481</b>	<b>429</b>	<b>967</b>	<b>52,663</b>	<b>73,346</b>
<b>Funded by:</b>										
Revenues from government	22,361	26,972	25,282	38,396	377	471	430	938	48,450	66,777
Sale of goods and services	8,504	4,266	–	–	40	–	–	–	8,544	4,266
Other non–taxation revenues	58	408	56	–	2	–	1	–	117	408
<b>Total departmental revenues</b>	<b>30,923</b>	<b>31,646</b>	<b>25,338</b>	<b>38,396</b>	<b>419</b>	<b>471</b>	<b>431</b>	<b>938</b>	<b>57,111</b>	<b>71,451</b>

## AUSTRALIAN ELECTORAL COMMISSION

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

## Note 20C Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 2	Output Group 2									
	Output 2.1.1		Output 2.1.2		Output 2.1.3		Output 2.1.4		Output 2.1.5	
	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000	2005 \$'000	2004 \$'000
<b>Departmental expenses</b>										
Employees	57,419	7,420	309	219	716	475	1,937	483	1,703	848
Suppliers	27,195	10,020	484	354	1,120	320	11,138	354	5,405	842
Depreciation and amortisation	2,966	1,382	35	32	78	69	226	88	193	131
Other expenses	245	46	12	–	27	–	52	3	49	3
<b>Total departmental expenses</b>	<b>87,825</b>	<b>18,868</b>	<b>840</b>	<b>605</b>	<b>1,941</b>	<b>864</b>	<b>13,353</b>	<b>928</b>	<b>7,350</b>	<b>1,824</b>
<b>Funded by:</b>										
Revenues from government	87,910	18,153	829	592	1,945	854	14,416	924	7,365	1,773
Sale of goods and services	13	10	–	–	1	–	–	–	–	1
Other non-taxation revenues	303	185	3	4	6	6	47	–	26	11
<b>Total departmental revenues</b>	<b>88,226</b>	<b>18,337</b>	<b>832</b>	<b>596</b>	<b>1,952</b>	<b>860</b>	<b>14,463</b>	<b>924</b>	<b>7,391</b>	<b>1,785</b>

**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 20C Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs (continued)**

Outcome 2	Output Group 2								Outcome 2 Total	
	Output 2.1.6		Output 2.1.7		Output 2.1.8		Output 2.1.9		2005	2004
	2005	2004	2005	2004	2005	2004	2005	2004		
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Departmental expenses</b>										
Employees	2,160	2,512	151	329	540	435	1,003	900	65,938	13,621
Suppliers	2,764	2,639	261	114	200	396	2,787	2,602	51,354	17,641
Depreciation and amortisation	245	150	6	16	59	69	83	87	3,891	2,024
Other expenses	47	–	2	–	5	2	29	–	468	54
<b>Total departmental expenses</b>	<b>5,216</b>	<b>5,301</b>	<b>420</b>	<b>459</b>	<b>804</b>	<b>902</b>	<b>3,902</b>	<b>3,589</b>	<b>121,651</b>	<b>33,340</b>
<b>Funded by:</b>										
Revenues from government	4,964	4,882	–	–	394	688	1,775	564	119,598	28,430
Sale of goods and services	262	267	431	447	410	181	2,130	3,031	3,247	3,937
Other non-taxation revenues	16	27	–	–	2	10	6	–	409	243
<b>Total departmental revenues</b>	<b>5,242</b>	<b>5,187</b>	<b>431</b>	<b>447</b>	<b>806</b>	<b>879</b>	<b>3,911</b>	<b>3,595</b>	<b>123,254</b>	<b>32,610</b>



**AUSTRALIAN ELECTORAL COMMISSION**

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

**Note 20D Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs**

Outcome 3	Output Group 3				Outcome 3 Total	
	Output 3.1.1		Output 3.1.2		2005	2004
	2005	2004	2005	2004		
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Departmental expenses</b>						
Employees	540	800	1,235	1,668	1,775	2,468
Suppliers	1,130	298	779	1,141	1,909	1,439
Depreciation and amortisation	62	80	175	276	237	356
Other expenses	21	–	16	7	37	7
<b>Total departmental expenses</b>	<b>1,753</b>	<b>1,178</b>	<b>2,205</b>	<b>3,092</b>	<b>3,958</b>	<b>4,270</b>
<b>Funded by:</b>						
Revenues from government	1,693	1,146	2,209	2,977	3,902	4,123
Sale of goods and services	15	–	–	1	15	1
Other non-taxation revenues	54	–	8	21	62	21
<b>Total departmental revenues</b>	<b>1,762</b>	<b>1,146</b>	<b>2,217</b>	<b>2,999</b>	<b>3,979</b>	<b>4,145</b>

**Note 20E Major Classes of Administered Revenues and Expenses by Outcomes**

	Outcome 1		Outcome 2		Outcome 3		Total	
	2005	2004	2005	2004	2005	2004	2005	2004
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Administered Revenues</b>								
Fees and fines	–	–	1,534	32	–	–	1,534	32
Other	–	4,064	3	47	–	–	3	4,111
<b>Total Administered Revenues</b>	<b>–</b>	<b>4,064</b>	<b>1,537</b>	<b>79</b>	<b>–</b>	<b>–</b>	<b>1,537</b>	<b>4,143</b>
<b>Administered Expenses</b>								
Grants	–	–	42,034	–	–	–	42,034	–
Subsidies	–	–	–	–	–	–	–	–
Personal benefits	–	–	–	–	–	–	–	–
Suppliers	–	–	–	–	–	–	–	–
Other	–	–	17	–	–	–	17	–
<b>Total Administered Expenses</b>	<b>–</b>	<b>–</b>	<b>42,051</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>42,051</b>	<b>–</b>

HOUSE OF REPRESENTATIVES



AUSTRALIAN ELECTORAL COMMISSION

Number the boxes from 1 to 4  
in the order of your choice

**Appendices**

Appendix A

Appendix B

Appendix C



Remember . . .  
number every box to make your vote count.

# Appendix A—Staffing overview

The following tables provide details of the AEC's staffing complement in 2004–05. To assist comparisons, the figures in brackets show the totals for 2003–04.

Table 39 **Ongoing staff employed, by classification, gender and location, as at 30 June 2005, including staff on higher duties arrangements**

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>Australian Capital Territory</b>	<b>26 (22)</b>	<b>69 (65)</b>	<b>2 (3)</b>	<b>84 (87)</b>	<b>181 (177)</b>
Electoral Commissioner	—	—	—	1 (1)	1 (1)
Deputy Electoral Commissioner	—	—	—	1 (1)	1 (1)
SE Band 2 <sup>a</sup>	—	1 (1)	—	2 <sup>b</sup> (1)	3 (2)
SE Band 1 <sup>a</sup>	—	2 (1)	—	5 <sup>c</sup> (4)	7 (5)
Executive Level 2	1 (2)	8 (5)	1 (0)	11 <sup>d</sup> (10)	21 <sup>d</sup> (17)
Executive Level 1	8 (3)	15 (17)	0 (1)	24 (25)	47 (46)
APS Level 6	6 (6)	16 (13)	1 (1)	25 (25)	48 (45)
APS Level 5	0 (2)	8 (9)	—	8 (8)	16 (19)
APS Level 4	10 (7)	13 (9)	0 (1)	3 (5)	26 (22)
APS Level 3	1 (2)	6 (9)	—	3 (5)	10 (16)
APS Level 2	—	0 (1)	—	1 (2)	1 (3)
<b>New South Wales</b>	<b>22 (22)</b>	<b>91 (103)</b>	<b>2 (2)</b>	<b>70 (81)</b>	<b>185 (208)</b>
Australian Electoral Officers	—	—	—	1 (1)	1 (1)
Executive Level 2	—	1 (1)	—	2 (2)	3 (3)
Executive Level 1	—	2 (2)	—	6 (8)	8 (10)
APS Level 6	—	21 (19)	1 (1)	32 (35)	54 (55)
APS Level 5	1 (1)	5 (5)	—	3 (5)	9 (11)
APS Level 4	—	3 (3)	—	—	3 (3)
APS Level 3	2 (2)	32 (34)	—	20 (21)	54 (57)
APS Level 2	19 (19)	27 (39)	1 (1)	6 (8)	53 (67)
APS Level 1	—	—	—	0 (1)	0 (1)
<b>Victoria</b>	<b>20 (25)</b>	<b>64 (64)</b>	<b>1 (2)</b>	<b>51 (55)</b>	<b>136 (146)</b>
Australian Electoral Officers	—	—	—	1 (1)	1 (1)
SE Band 1	—	—	—	1 (1)	1 (1)
Executive Level 2	—	1 (0)	—	—	1 (0)
Executive Level 1	—	2 (2)	—	4 (5)	6 (7)
APS Level 6	—	13 (11)	—	25 (25)	38 (36)
APS Level 5	0 (1)	1 (0)	—	3 (4)	4 (5)
APS Level 4	0 (5)	2 (4)	0 (1)	1 (1)	3 (11)
APS Level 3	—	26 (24)	—	12 (13)	38 (37)
APS Level 2	20 (19)	19 (23)	1 (1)	4 (6)	44 (49)
<b>Queensland</b>	<b>8 (5)</b>	<b>47 (54)</b>	<b>1 (1)</b>	<b>43 (45)</b>	<b>99 (105)</b>
Australian Electoral Officers	—	1 (1)	—	—	1 (1)
Executive Level 2	—	—	—	1 (1)	1 (1)
Executive Level 1	—	—	—	3 (4)	3 (4)
APS Level 6	—	8 (7)	—	21 (22)	29 (29)
APS Level 5	—	3 (2)	—	4 (4)	7 (6)
APS Level 4	—	2 (0)	—	1 (1)	3 (1)

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
APS Level 3	1 (0)	11 (17)	–	12 (12)	24 (29)
APS Level 2	7 (5)	22 (27)	1 (1)	1 (1)	31 (34)
<b>Western Australia</b>	<b>7 (6)</b>	<b>31 (32)</b>	<b>3 (2)</b>	<b>17 (21)</b>	<b>58 (61)</b>
Australian Electoral Officers	–	1 (1)	–	–	1 (1)
Executive Level 2	–	–	–	1 (0)	1 (0)
Executive Level 1	–	–	–	1 (2)	1 (2)
APS Level 6	1 (0)	5 (5)	–	12 (12)	18 (17)
APS Level 5	–	1 (0)	–	0 (2)	1 (2)
APS Level 4	–	2 (1)	1 (0)	1 (1)	4 (2)
APS Level 3	–	12 (13)	–	2 (3)	14 (16)
APS Level 2	6 (6)	10 (11)	2 (2)	0 (1)	18 (20)
APS Level 1	–	0 (1)	–	–	0 (1)
<b>South Australia</b>	<b>7 (7)</b>	<b>22 (24)</b>	<b>0 (0)</b>	<b>17 (18)</b>	<b>46 (49)</b>
Australian Electoral Officers	–	–	–	1 (1)	1 (1)
Executive Level 2	–	1 (0)	–	0 (1)	1 (1)
Executive Level 1	–	1 (1)	–	–	1 (1)
APS Level 6	1 (0)	5 (5)	–	8 (7)	14 (12)
APS Level 5	–	2 (1)	–	–	2 (1)
APS Level 4	4 (4)	–	–	2 (3)	6 (7)
APS Level 3	1 (1)	7 (6)	–	6 (6)	14 (13)
APS Level 2	1 (2)	6 (11)	–	–	7 (13)
<b>Tasmania</b>	<b>1 (1)</b>	<b>8 (9)</b>	<b>0 (0)</b>	<b>10 (11)</b>	<b>19 (22)</b>
Australian Electoral Officers	–	–	–	1 (1)	1 (1)
Executive Level 1	–	1 (1)	–	1 (1)	2 (2)
APS Level 6	–	2 (0)	–	3 (4)	5 (4)
APS Level 5	–	1 (1)	–	2 (2)	3 (3)
APS Level 4	–	–	–	1 (0)	1 (0)
APS Level 3	1 (1)	1 (3)	–	1 (2)	3 (6)
APS Level 2	–	3 (4)	–	1 (1)	4 (5)
<b>Northern Territory</b>	<b>1 (0)</b>	<b>4 (5)</b>	<b>0 (0)</b>	<b>4 (7)</b>	<b>9 (12)</b>
Australian Electoral Officers	–	–	–	1 (1)	1 (1)
Executive Level 1	–	–	–	1 (1)	1 (1)
APS Level 6	–	–	–	0 (2)	0 (2)
APS Level 5	–	1 (1)	–	–	1 (1)
APS Level 4	–	1 (1)	–	2 (2)	3 (3)
APS Level 3	–	1 (0)	–	0 (1)	1 (1)
APS Level 2	1 (0)	1 (3)	–	–	2 (3)
<b>AEC total</b>	<b>92 (88)</b>	<b>336 (356)</b>	<b>9 (10)</b>	<b>296 (326)</b>	<b>733 (780)</b>

APS=Australian Public Service; SE=Senior executive

a This represents senior executive staff engaged under section 35 (1) (b) of the Commonwealth Electoral Act 1918 and additional staff acting to back-fill vacancies.

b The incumbent SE Band 2 officer was on leave at 30 June 2005.

c This includes an Executive Level officer acting to back-fill a vacancy.

d This includes two staff funded from external agency funding, acting at this level.

Note: Figures in brackets are for 2003–04.

Source: Perspect HR System

Table 40 **Non-ongoing staff employed, by classification, gender and location, as at 30 June 2005, including staff on higher duties arrangements**

Location and classification	Female		Male		Total
	Part-time	Full-time	Part-time	Full-time	
<b>Australian Capital Territory</b>	<b>9 (7)</b>	<b>9 (10)</b>	<b>4 (1)</b>	<b>13 (11)</b>	<b>35 (29)</b>
Executive Level 2	–	–	–	1 (0)	1 (0)
Executive Level 1	1 (0)	1 (0)	1 (0)	4 (1)	7 (1)
APS Level 6	1 (1)	2 (1)	0 (1)	2 (4)	5 (7)
APS Level 5	1 (2)	2 (1)	–	2 (2)	5 (5)
APS Level 4	5 (4)	2 (3)	3 (0)	2 (1)	12 (8)
APS Level 3	1 (0)	2 (5)	–	2 (3)	5 (8)
<b>New South Wales</b>	<b>0 (35)</b>	<b>0 (37)</b>	<b>0 (4)</b>	<b>0 (9)</b>	<b>0 (85)</b>
APS Level 5	–	–	–	0 (1)	0 (1)
APS Level 3	–	0 (2)	–	–	0 (2)
APS Level 2	0 (35)	0 (35)	0 (4)	0 (8)	0 (82)
<b>Victoria</b>	<b>7 (5)</b>	<b>1 (7)</b>	<b>0 (0)</b>	<b>2 (0)</b>	<b>10 (12)</b>
APS Level 5	–	–	–	1 (0)	1 (0)
APS Level 2	7 (5)	1 (7)	–	1 (0)	9 (12)
<b>Queensland</b>	<b>4 (0)</b>	<b>2 (8)</b>	<b>0 (0)</b>	<b>1 (1)</b>	<b>7 (9)</b>
APS Level 6	–	1 (1)	–	–	1 (1)
APS Level 3	–	–	–	1 (0)	1 (0)
APS Level 2	4 (0)	1 (7)	–	0 (1)	5 (8)
<b>Western Australia</b>	<b>2 (0)</b>	<b>1 (3)</b>	<b>0 (0)</b>	<b>0 (2)</b>	<b>3 (5)</b>
Executive Level 1	–	–	–	0 (1)	0 (1)
APS Level 6	–	0 (1)	–	–	0 (1)
APS Level 5	–	0 (1)	–	–	0 (1)
APS Level 4	–	–	–	0 (1)	0 (1)
APS Level 3	–	0 (1)	–	–	0 (1)
APS Level 2	2 (0)	1 (0)	–	–	3 (0)
<b>South Australia</b>	<b>4 (0)</b>	<b>4 (6)</b>	<b>0 (0)</b>	<b>1 (0)</b>	<b>9 (6)</b>
APS Level 2	4 (0)	4 (6)	–	1 (0)	9 (6)
<b>Tasmania</b>					
APS Level 3	–	2 (1)	–	–	2 (1)
APS Level 2	–	2 (2)	–	–	2 (2)
<b>Northern Territory</b>	<b>0 (0)</b>	<b>2 (0)</b>	<b>0 (0)</b>	<b>0 (0)</b>	<b>2 (0)</b>
APS Level 2	–	2 (0)	–	–	2 (0)
<b>AEC Total</b>	<b>26 (47)</b>	<b>23 (74)</b>	<b>4 (5)</b>	<b>18 (23)</b>	<b>70 (149)</b>

Note: Figures in brackets are for 2003–04.

Source: Perspect HR System

# Appendix B—Occupational health and safety

## Policies

The AEC Occupational Health and Safety (OH&S) Injury Management Plan 2003–06 sets out the AEC's OH&S objectives and responsibilities. The plan allows the AEC to track its performance in OH&S, and injury prevention and management, across the organisation.

The major focus remains timely and effective injury management aimed at early intervention strategies to return AEC employees to work in accordance with AEC policies and Comcare guidelines. The AEC remains resolute in providing health promotion strategies to staff in an effort to improve wellbeing. The AEC also has an OH&S policy and agreement that recognise its duty of care as outlined under the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (the OH&S Act).

## Activities

During the year, the following activities were undertaken to ensure the health, safety and welfare of employees:

- The AEC national OH&S Committee continued to meet every three months.
- The AEC State OH&S committees continued to meet regularly.
- Minutes of the national and State OH&S committees were placed on the AEC's intranet site.
- AEC employees attended Comcare client network meetings to maintain contacts with other OH&S professionals and to keep up to date with the latest developments in the field.
- OH&S information was placed on the AEC's intranet site with links to relevant information.
- The OH&S e-learning package was provided through the intranet as part of the OH&S training strategy.
- The AEC continued its health promotion strategy by again supporting the national AEC influenza program.
- The AEC continued to encourage its employees to utilise the employee assistance program service.

Held in April 2005, the OH&S Awareness Week for employees also included various activities. For example, managers from each area were asked to complete an OH&S inspection checklist, to identify any hazards in the workplace which could be eliminated to reduce the risk of accidents and injuries to AEC employees. The AEC OH&S awards, which recognise the positive contributions made by individuals to ensure the health and safety of AEC employees, and best practice injury management, were announced. A central office employee received an award for his contribution to the central office OH&S Committee and OH&S issues in general, and a New South Wales employee received an award for providing efficient and effective solutions to many OH&S issues. In particular, an identified hazard in regard to equipment placed at an unsuitable work height for an employee was eliminated, allowing the employee to undertake their duties safely.

## Comcare

The AEC's Comcare premiums for the past four reporting periods are shown in Table 41.

Table 41 **AEC Comcare premiums, 2002–03 to 2005–06**

	2002–03	2003–04	2004–05	2005–06
Annual premium	\$317,797	\$383,062	\$478,106	\$892,037

The premium for 2005–06 is significantly higher than the previous year's figure, in part due to the additional staff (over 60,000 additional temporary staff) employed during the 2004 federal election.

The premium estimate for 2005–06 is based on:

- a penalty amount of \$132,037 arising from a revision of the 2004–05 premium rate for the AEC from 0.67 per cent to 0.85 per cent of the 2004–05 payroll. The revision took account of the development of the AEC's claims for injuries suffered in the years ending February 2004, relative to the development of all agencies' claims.
- a 2005–06 premium rate of 1.52 per cent of the 2005–06 payroll. This rate takes account of claims for injuries suffered in the year ending February 2005 and earlier years.

## Claims management

Compensation and non-compensation claims remain centrally managed, to reduce the time taken to process and lodge workers compensation claims. Comcare has an expectation that a claim will be lodged by the AEC within five days of a completed claim being submitted by an employee to the AEC.

## Compensation claims

During 2004–05, the AEC managed 56 compensation claims, of which 47 were new claims. The increase in the number of new claims was largely a result of the engagement of over 60,000 temporary employees during the 2004 federal election. Table 42 shows new claims for the past four reporting periods.

During 2004–05, the AEC had a figure of 190 weeks lost time in relation to compensable injuries; this figure has increased from 120 weeks in 2003–04, also largely because of the significant number of temporary staff employed during the 2004 federal election. Early intervention remains the priority for rehabilitation case managers, with the aim of reducing these figures.

Table 42 **New Comcare claims history, 2001–02 to 2004–05**

	2001–02	2002–03	2003–04	2004–05
New claims	31	27	21	49

## Non-compensation claims

The AEC continued to show commitment to all AEC staff through its policies for both compensation and non-compensation injury management. During the year, the AEC managed 19 non-compensation 'fitness for continued duty' claims.

## Investigations

Comcare conducted no investigations involving the AEC under s 41 of the OH&S Act.

## Other reportable statistics

As shown in Table 43, reports of accidents and incidents increased from 2003–04 levels.

Table 43 **Accident and incident reports, 2001–02 to 2004–05**

	2001–02	2002–03	2003–04	2004–05
Accidents/incidents reported	34	54	53	88
Dangerous occurrences	26	48	45	77

The 2004–05 figures are significantly higher than those for 2003–04, largely because of the additional staff employed during the 2004 federal election.

## Directions and notices

Continuing positive trends, no directions concerning an immediate threat to the health and safety of any person were given to AEC under s 45 of the OH&S Act during the year. There were also no notices concerning the duties of the employer in relation to health and safety representatives, prohibition notices or improvement notices under ss 30, 46 or 47 of the OH&S Act.

## Appendix C—Freedom of information

The *Freedom of Information Act 1982* (the FOI Act) requires Australian Government agencies to publish a statement setting out their roles, structure and functions, the documents they have available for public inspection and the procedures for access to the documents. Section 8 of the FOI Act requires each agency to publish information on the way it is organised, and its powers, decisions made and arrangements for public involvement in its work.

This statement, in conjunction with information contained in this annual report, meets the requirements of s 8 of the FOI Act.

### Availability of access

The AEC makes information about its functions and responsibilities freely available to the public. People seeking information should, in the first instance, contact either the AEC's Media and Communication Section in Canberra or the head office in their State or Territory. Addresses and telephone numbers are included in the AEC Overview section of this report and on the AEC's website at [www.aec.gov.au](http://www.aec.gov.au).

### Making an FOI request

Inquiries on FOI matters or formal requests under the FOI Act should be lodged with:

The Freedom of Information Officer  
Australian Electoral Commission  
PO Box 6172  
Kingston ACT 2604  
Telephone: (02) 6271 4411  
Fax: (02) 6271 4457

FOI requests can be lodged at any office of the AEC, from where they will be sent promptly to the FOI officer in Canberra.

Unless seeking access to information about themselves, applicants will need to pay the standard FOI application fee of \$30 when applying. Additional processing charges may also apply. If it proves difficult either to identify the document or to provide access in the form requested, the FOI officer will contact the applicant.

### Major documents

The legislation from which the AEC's activities are derived is shown in the AEC Overview section of this report.

### Files and information

The electoral roll, containing all electors' name and address details, is available for public inspection at all AEC head offices, in accordance with the *Commonwealth Electoral Act 1918*. The electoral roll for a State or Territory can be inspected at any divisional office in the State or Territory concerned. A facility enabling electors to verify their enrolment details is also available on the AEC website, [www.aec.gov.au](http://www.aec.gov.au).

The AEC produces maps of electoral divisions and other electoral publications which may be obtained from the AEC's central and head offices and from divisional offices.

The AEC does not sell the electoral roll in any format.

The AEC holds a range of corporate records in paper and electronic formats which can be searched using the Total Records and Information Management (TRIM) system or accessed by contacting the National Records Manager.



For more information, contact an AEC office. Contact details are in the AEC Overview section of this report and on the AEC's website.

### **Arrangements for public involvement**

Citizens are invited to make their views on current policies and procedures known to the Electoral Commissioner by writing to:

Australian Electoral Commission  
PO Box 6172  
Kingston ACT 2604

Archived for  
historical  
research only

## Appendix D—Advertising and market research

Section 311A of the *Commonwealth Electoral Act 1918* requires certain matters to be reported on annually by Australian Government departments and agencies, including the AEC. Those matters include the use of advertising, market research and media placement services. Table 44 details the AEC's use of such services in 2004–05.

Table 44 **Commissions paid to advertising and market research agencies**

<b>Service provider</b>	<b>Service</b>	<b>Amount paid (including GST)</b>
<b>Advertising agency</b>		
Whybin TBWA	To undertake activities in relation to the 2004 federal election and the Werriwa by-election, and ongoing public awareness activities	\$772,017
<b>Market research and polling organisation</b>		
Eureka Strategic Research	To track the AEC public awareness information and advertising campaign at the 2004 federal election, including aspects of service delivery and electoral awareness and knowledge	\$215,423
Newspoll Market Research	To conduct periodic surveys of the extent of enrolment among persons eligible to enrol	\$27,286
<b>Media placement agencies</b>		
Universal McCann	To place campaign advertising	\$8,245,313
hma Blaze	To place non-campaign advertising	\$1,758,361

GST = goods and services tax

# Appendix E—Provision of electoral roll information

In accordance with subsection 17(1A) of the *Commonwealth Electoral Act 1918*, the AEC is required to report on the particulars of people and/or organisations who receive electoral roll information under subsection 90B(4) of the legislation.

## Provision of electoral roll information to medical researchers

In accordance with subsection 90B(4) item 2, subsection 90B(9) and paragraph 91A(2AA)(b) of the Commonwealth Electoral Act and regulation 10 of the Electoral and Referendum Regulations 1940, the AEC provided elector information in electronic format to a number of organisations for use in medical research. Details are provided in Table 45.

Such use is defined in the *Guidelines for the Protection of Privacy in the Conduct of Medical Research*, issued by the National Health and Medical Research Council under subsection 95(1) of the *Privacy Act 1988*. Medical research is defined as systematic investigations for the purpose of adding to the generalised medical knowledge pertaining to human health, including epidemiological research.

Before providing the elector information, the AEC must have evidence of ethical approval for the studies.

Table 45 **Provision of information to medical researchers and those conducting health screening surveys**

Institution/contact	Roll data provided
Lucinda Franklin Greater Green Triangle Department of Rural Health Deakin University	All electors aged 25–74, in five-year age ranges, for the Division of Barker in SA
Ms Tiina Laatikainen Department of Rural Health Deakin University Warnambool Campus	All electors aged 25–74 from the Division of Wannon in Vic.
Dr Penny Warner-Smith Women's Health Australia University of Newcastle	1. Female electors aged 25–32, 52–59 and 77–84 from all States and Territories 2. Female electors aged 25–33, 52–60 and 77–85 from all States and Territories
Mr Ron Mason Research Associate University of Tasmania	12,000 electors from the divisions of Batman, Bruce, Chisholm, Gellibrand, Gippsland, Higgins, Hotham, Isaacs, Kooyong, Melbourne Ports, Melbourne and Wills in Vic.
Prof. Anne-Louise Ponsonby Australian Multi-centre Study of Environment and Immune Function National Centre for Epidemiology Australian National University	1. All electors aged 18–59, in two-year age ranges, for various divisions in NSW, Vic., Qld and Tas. 2. All electors aged 18–59 for the divisions of Charlton, Dobell, Hunter, Newcastle, Paterson and Shortland in NSW; Ballarat, Bendigo, Corangamite, Corio, Lalor, Mallee, McEwen and Wannon in Vic.; Blair, Bonner, Bowman, Brisbane, Dickson, Fadden, Forde, Griffith, Lilley, Longman, Moreton, Oxley, Petrie, Rankin and Ryan in Qld; and Bass, Braddon, Denison, Franklin and Lyons in Tas.
Ms Lisa Barney Centre for Mental Health Research Australian National University	All electors aged 18–99 for the Division of Eden-Monaro in NSW
Prof. Rob Sanson-Fisher National Drug and Alcohol Research Centre University of NSW	All electors aged 18–62 in five-year age ranges for the divisions of Calare, Farrer, Gwydir, Hume, Lyne, New England, Page, Parkes, Richmond and Riverina in NSW

<b>Institution/contact</b>	<b>Roll data provided</b>
Prof. Rob Sanson-Fisher School of Practice and Population Health University of Newcastle	Extract of electors aged 18–62 in five-year age ranges for the divisions of Calare, Farrer, Gwydir, Hume, Lyne, New England, Page, Parkes, Richmond and Riverina in NSW
Dr Catherine Palmer Department of Public Health Flinders University	1. All electors aged 18–99 for the divisions of Adelaide, Kingston, Makin, Port Adelaide, Sturt and Wakefield in SA 2. All electors aged 18–99 for the divisions of Adelaide, Hindmarsh, Kingston, Makin, Port Adelaide and Sturt in SA
Ms Janet Watters Garvan Institute of Medical Research	All electors aged 59–68 for the Division of Parkes in NSW
Sophie Holloway Australian Social Science Data Archive Australian National University	1. A national extract of 5,000 randomly selected electors: the extract for each State and Territory proportional to the population of that State or Territory 2. An extract of 250 electors from the divisions of Fowler, Reid and Watson in NSW and Gellibrand, Holt and Maribyrnong in Vic.
Ms Jenny Zhang Centre for Health Research School of Public Health Queensland University of Technology	All electors aged 25 to 64, in five-year age ranges, for the divisions of Blair, Bonner, Bowman, Brisbane, Dickson, Griffith, Lilley, Moreton, Oxley, Petrie, Rankin and Ryan in Qld
Prof. Adele Green Queensland Institute of Medical Research	1. 5,205 randomly selected electors aged 20–89, in five-year age ranges, from NSW, Vic., Qld, WA, SA and NT 2. 2,995 randomly selected electors from NSW, Vic., Qld, WA, SA and NT 3. 4,475 randomly selected female electors from NSW, Vic., Qld, WA, SA, Tas. and NT
Mr Steven Cole Department of Medicine Flinders University	All electors aged 50–74, in five-year age ranges, from the whole of SA
Dr Ian Denham Principal Investigator Melbourne Sexual Health Centre	Female electors aged 18–25 in the divisions of Aston, Batman, Bruce, Casey, Chisholm, Deakin, Dunkley, Flinders, Gellibrand, Goldstein, Gorton, Higgins, Holt, Hotham, Isaacs, Jagajaga, Kooyong, Lalor, La Trobe, McEwen, Maribyrnong, Melbourne, Melbourne Ports, Menzies, Scullin and Wills
Ms Bronwyn Watson School of Applied Psychology Mt Gravatt Campus Griffith University	Female electors aged 18–40: 1,667 from NSW; 1,251 from Vic.; 929 from Qld; 488 from WA; 387 from SA; 124 from Tas.; 94 from ACT; and 60 from NT
Ms Sandy Huskic Gastroenterology Research Unit Department of Medicine Nepean Hospital	1,250 randomly selected female electors and 1,250 randomly selected male electors from the divisions of Lindsay and Macquarie in NSW
Dr David Brennan Faculty of Health Sciences University of Adelaide	112 randomly selected electors from the divisions of Adelaide, Boothby, Hindmarsh, Kingston, Makin, Mayo, Port Adelaide, Sturt and Wakefield in SA
Dr Ellie Freedman Sexually Transmitted Infections Research Centre Westmead Hospital	All female electors aged 18–25 from the divisions of Bennelong, Berowra, Greenway, Mitchell, Parramatta, Prospect and Reid in NSW
Dr Russell Waddell STD Services Royal Adelaide Hospital	1. All female electors aged 18–25 from the divisions of Adelaide, Boothby, Hindmarsh, Kingston, Makin, Port Adelaide, Sturt and Wakefield in SA 2. All female electors from the divisions of Adelaide, Boothby, Hindmarsh, Kingston, Makin, Port Adelaide, Sturt and Wakefield in SA
Ms Carolyn Lang Centre for Diabetes and Endocrine Research University of Queensland	All electors aged 18–85, in two-year age ranges, from the divisions of Cowper, Gwydir, New England, Page and Richmond in NSW; and Blair, Bonner, Bowman, Brisbane, Dickson, Fadden, Fairfax, Fisher, Forde, Griffith, Groom, Hinkler, Lilley, Longman, Maranoa, McPherson, Moncrieff, Moreton, Oxley, Petrie, Rankin, Ryan and Wide Bay in Qld

<b>Institution/contact</b>	<b>Roll data provided</b>
Ms Sara Holton Key Centre for Women's Health in Society University of Melbourne	1,280 female electors aged 30–34 in Vic.
Ann Alfred Department of General Practice Flinders University	1,560 randomly selected female electors aged 40–60, in five-year age ranges, from the Division of Kingston in SA
Ms Emily Yorkston School of Population Health University of Queensland	2,000 randomly selected electors from the Division of Dawson, 2,000 randomly selected electors from the Division of Hinkler, and 4,000 randomly selected electors from the Division of Kennedy in Qld
Ms Ingrid Flight Consumer and Psychological Behaviour Commonwealth Scientific and Industrial Research Organisation	3,000 randomly selected male electors and 3,000 randomly selected female electors aged 50–76 from the divisions of Boothby, Hindmarsh, Kingston and Mayo in SA
Dr Margaret Henry Barwon Health University of Melbourne	All electors aged 20–99, in five-year age ranges, from the divisions of Corangamite, Corio and Lalor in Vic.

## **Provision of electoral roll information to Schedule 1 agencies and authorities**

Schedule 1 of the Electoral and Referendum Regulations 1940, relating to the Commonwealth Electoral Act, sets out the Australian Government agencies and authorities that are entitled to receive elector information from the AEC. 'Elector information' is the full name, residential address, gender and date of birth of each elector.

Schedule 1 agencies and authorities are granted access to confidential elector information after providing the AEC with justification for access in terms of Information Privacy Principle 11 (IPP11) of the *Privacy Act 1988*. IPP11 includes the disclosure of personal information for enforcement of the criminal law or of a law imposing a pecuniary penalty or for the protection of the public revenue.

In accordance with subsection 90B(4) of the Commonwealth Electoral Act and regulations 7 and 8 and Schedule 1 of the Electoral and Referendum Regulations 1940, the AEC provided elector information to Australian Government agencies and authorities for the purposes set out in Schedule 1 of the regulations.

During 2004–05, Schedule 1 agencies and authorities requested information from the Commonwealth electoral roll, which was provided as shown in Table 46.

Table 46 **Provision of national electoral roll information to Schedule 1 agencies and authorities**

<b>Institution</b>	<b>Date provided</b>
Aboriginal and Torres Strait Islander Services	19 August 2004
	17 November 2004
Australian Customs Service	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005
Australian Federal Police	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005
Australian Securities and Investments Commission	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005
Australian Security Intelligence Organisation	31 August 2004
	1 December 2004
	25 February 2005
Australian Security Intelligence Organisation—Library	31 August 2004
	1 December 2004
	25 February 2005
Australian Taxation Office	19 August 2004
	17 November 2004
	16 February 2005
	16 May 2005
Centrelink	19 August 2004
	17 November 2004
	16 February 2005
	16 May 2005
Commonwealth Director of Public Prosecutions	31 August 2004
	1 December 2004
	25 February 2005
ComSuper	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005
Department of Education, Science and Training	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005

<b>Institution</b>	<b>Date provided</b>
Department of Employment and Workplace Relations	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005
Department of Foreign Affairs and Trade	19 August 2004
	17 November 2004
	16 February 2005
	16 May 2005
Department of Immigration and Multicultural and Indigenous Affairs	19 August 2004
	17 November 2004
	17 February 2005
	16 May 2005
Department of Veterans' Affairs	19 August 2004
	17 February 2005
	16 May 2005
Insolvency and Trustee Service Australia—SA	31 August 2004
	1 December 2004
	25 February 2005
Insolvency and Trustee Service Australia—WA	31 August 2004
	25 February 2005

### **Provision of electoral roll information to members of the House of Representatives, senators and federally registered political parties**

In accordance with subsection 90B(4) of the Commonwealth Electoral Act the AEC supplied electronic electoral roll information to members of the House of Representatives, senators and federally registered political parties during the period July 2004–June 2005, as shown in tables 47 and 48.

Table 47 **Provision of electoral roll information to members of the House of Representatives and senators**

<b>Recipient</b>	<b>Constituency/ position</b>	<b>Roll data provided</b>	<b>Date provided</b>
Ms Kate Ellis MP	Member for Adelaide	Adelaide	December 2004–June 2005
Ms Catherine King MP	Member for Ballarat	Ballarat, Bendigo, Wannon Ballarat	July–August 2004 March–June 2005
Mr Daryl Melham MP	Member for Banks	Banks	July 2004–June 2005
Mr Patrick Secker MP	Member for Barker	Barker	November 2004–June 2005
Mr Robert McClelland MP	Member for Barton	Barton	June 2004–July 2005
Mr Michael Ferguson MP	Member for Bass	Bass	November 2004–June 2005
Ms Michelle O'Byrne	Member for Bass	Bass	July–August 2004
Mr Martin Ferguson AM, MP	Member for Batman	Batman, Melbourne, Wills Batman	July–August 2004 November 2004–June 2005
Mr Steve Gibbons MP	Member for Bendigo	Bendigo, Indi, McEwen, Murray Bendigo	July–August 2004 November 2004–June 2005
The Hon. John Howard MP	Member for Bennelong	Bennelong	July 2004–June 2005
The Hon. Philip Ruddock MP	Member for Berowra	Berowra	July–August 2004
Mr Michael Hatton MP	Member for Blaxland	Blaxland	July 2004–July 2005
Mr Martin Evans MP	Member for Bonython	Makin, Port Adelaide, Wakefield	July–August 2004
Mr Brendan O'Connor MP	Member for Burke	Ballarat, Bendigo, Calwell, Gorton, Lalor, McEwen	July–August 2004
Mr Con Sciacca MP	Member for Bowman	Bowman, Bonner	July–August 2004
Mr Andrew Laming MP	Member for Bowman	Bowman	November 2004–June 2005
Mr Sid Sidebottom MP	Member for Braddon	Braddon	July–August 2004
Mr Mark Baker MP	Member for Braddon	Braddon	November 2004–June 2005
The Hon. Dr Brendan Nelson MP	Member for Bradfield	Bradfield	November 2004–June 2005
The Hon. Kim Beazley MP	Member for Brand	Brand	July 2004–June 2005
The Hon. Arch Bevis MP	Member for Brisbane	Brisbane, Griffith, Ryan Brisbane	July–August 2004 November 2004–June 2005
Mr Alan Griffin MP	Member for Bruce	Bruce, Chisholm, Holt Bruce	July–August 2004 November 2004–June 2005
Mr Peter Andren MP	Member for Calare	Calare	July 2004–June 2005
Ms Maria Vamvakinou MP	Member for Calwell	Calwell, Gorton, Lalor, Wills Calwell	July–August 2004 November 2004–June 2005
Ms Annette Ellis MP	Member for Canberra	Canberra	July 2004–June 2005
Mr Don Randall MP	Member for Canning	Canning	July–August 2004
Ms Kirsten Livermore MP	Member for Capricornia	Capricornia, Maranoa Capricornia	July–August 2004 November 2004–June 2005
Mr Tony Smith MP	Member for Casey	Casey, La Trobe, Menzies	July–August 2004
Ms Kelly Hoare MP	Member for Charlton	Charlton	July 2004–June 2005
The Hon. Roger Price MP	Member for Chifley	Chifley	July 2004–June 2005
Ms Anna Burke MP	Member for Chisholm	Chisholm, Bruce, Deakin Chisholm	July–August 2004 November 2004–June 2005
The Hon. Bruce Baird MP	Member for Cook	Cook	November 2004–June 2005
Mr Gavan O'Connor MP	Member for Corio	Corio	July 2004–June 2005
The Hon. Graham Edwards MP	Member for Cowan	Cowan	July 2004–February 2005
Mr Michael Organ MP	Member for Cunningham	Cunningham	July–August 2004



<b>Recipient</b>	<b>Constituency/ position</b>	<b>Roll data provided</b>	<b>Date provided</b>
Ms Sharon Bird MP	Member for Cunningham	Cunningham	November 2004–June 2005
The Hon. Julie Bishop MP	Member for Curtin	Curtin	November 2004–June 2005
Mr Phillip Barresi MP	Member for Deakin	Deakin	November 2004–June 2005
The Hon. Duncan Kerr SC, MP	Member for Denison	Denison	July 2004–June 2005
Mr Ken Ticehurst MP	Member for Dobell	Dobell	November 2004–June 2005
The Hon. David Jull MP	Member for Fadden	Fadden, Bowman, Bonner, Rankin	July–August 2004
The Hon. Alexander Somlyay MP	Member for Fairfax	Fairfax	January–June 2005
The Hon. Sussan Ley MP	Member for Farrer	Farrer	July–August 2004
The Hon. Peter Slipper MP	Member for Fisher	Fisher	July–August 2004
The Hon. Greg Hunt MP	Member for Flinders	Flinders, Dunkley, La Trobe, McMillan	July–August 2004
Mrs Kay Elson MP	Member for Forde	Forde, Fadden	July–August 2004
Mrs Julia Irwin MP	Member for Fowler	Fowler	July 2004–June 2005
Mr Harry Quick MP	Member for Franklin	Franklin	July 2004–June 2005
The Hon. Bob McMullan MP	Member for Fraser	Fraser	July 2004–June 2005
The Hon. Dr Carmen Lawrence MP	Member for Fremantle	Fremantle	July–August 2004 November 2004–June 2005
Ms Nicola Roxon MP	Member for Gellibrand	Gellibrand, Gorton, Maribyrnong Gellibrand	July–August 2004 November 2004–June 2005
Mrs Joanna Gash MP	Member for Gilmore	Gilmore	November 2004–June 2005
Mr Andrew Robb MP	Member for Goldstein	Goldstein	November 2004–June 2005
Mr Brendan O'Connor MP	Member for Gorton	Gorton	November 2004–June 2005
Mr Anthony Albanese MP	Member for Grayndler	Grayndler	July 2004–June 2005
Mr Frank Mossfield MP	Member for Greenway	Greenway	July–August 2004
Mr Kevin Rudd MP	Member for Griffith	Griffith, Bonner Griffith	July 2004–June 2005
The Hon. John Anderson MP	Member for Gwydir	Gwydir	November 2004–June 2005
Ms Sharryn Jackson MP	Member for Hasluck	Hasluck	July–August 2004
Mr Stuart Henry MP	Member for Hasluck	Hasluck	November 2004–June 2005
The Hon. Peter Costello MP	Member for Higgins	Higgins	July–August 2004
Ms Christine Gallus MP	Member for Hindmarsh	Hindmarsh, Boothby	July–August 2004
Mr Steve Georganas MP	Member for Hindmarsh	Hindmarsh	November 2004–June 2005
Mr Paul Neville MP	Member for Hinkler	Hinkler, Capricornia	July–August 2004
Mr Anthony Byrne MP	Member for Holt	Holt, Bruce, Isaacs	July 2004–June 2005
The Hon. Simon Crean MP	Member for Hotham	Hotham	July 2004–June 2005
The Hon. Danna Vale MP	Member for Hughes	Hughes	July–August 2004
Mr Alby Schultz MP	Member for Hume	Hume	July 2004–June 2005
Mr Joel Fitzgibbon MP	Member for Hunter	Hunter	July 2004–June 2005
Ms Ann Corcoran MP	Member for Isaacs	Isaacs, Dunkley, Holt Isaacs	July–August 2004 November 2004–June 2005
Ms Jenny Macklin MP	Member for Jagajaga	Jagajaga, Batman, McEwen Jagajaga	July–August 2004 November 2004–June 2005
The Hon. Robert Katter MP	Member for Kennedy	Kennedy	July 2004–June 2005
Mr Laurie Brereton MP	Member for Kingsford Smith	Kingsford Smith	July–August 2004
Mr Peter Garrett MP	Member for Kingsford Smith	Kingsford Smith	November 2004–June 2005
Mr Kym Richardson MP	Member for Kingston	Kingston, Mayo	July–August 2004

<b>Recipient</b>	<b>Constituency/ position</b>	<b>Roll data provided</b>	<b>Date provided</b>
Mr Petro Georgiou MP	Member for Kooyong	Kooyong	July 2004–June 2005
Mr Bob Charles MP	Member for La Trobe	La Trobe, Aston, Holt	July–August 2004
Mr Jason Wood MP	Member for La Trobe	La Trobe	November 2004–June 2005
Ms Julia Gillard MP	Member for Lalor	Lalor, Ballarat, Gorton, Gellibrand Lalor	July–August 2004 November 2004–June 2005
The Hon. Warren Entsch MP	Member for Leichhardt	Leichhardt	November 2004–June 2005
Mr Wayne Swan MP	Member for Lilley	Lilley	July 2004–June 2005
The Hon. Jackie Kelly MP	Member for Lindsay	Lindsay	November 2004–June 2005
The Hon. Warren Snowdon MP	Member for Lingiari	Lingiari	July 2004–June 2005
Mr John Murphy MP	Member for Lowe	Lowe	July 2004–June 2005
The Hon. Dick Adams MP	Member for Lyons	Lyons	July 2004–June 2005
The Hon. Pat Farmer MP	Member for Macarthur	Macarthur	July 2004–June 2005
The Hon. Bronwyn Bishop MP	Member for Mackellar	Mackellar	November 2004–June 2005
Mr Kerry Bartlett MP	Member for Macquarie	Macquarie	July–August 2004
Mr John Forrest MP	Member for Mallee	Mallee, Wannon Mallee	July–August 2004 November 2004–June 2005
The Hon. Bruce Scott MP	Member for Maranoa	Maranoa, Capricornia	July–August 2004
Mr Bob Sercombe MP	Member for Maribyrnong	Maribyrnong, Calwell, Gorton Maribyrnong	July–August 2004 November 2004–June 2005
The Hon. Alexander Downer MP	Member for Mayo	Mayo, Kingston, Sturt	July–August 2004
Mr Christian Zahra MP	Member for McMillan	McMillan, Gippsland	July–August 2004
Mr Russell Broadbent MP	Member for McMillan	McMillan	May–June 2005
Mr Lindsay Tanner MP	Member for Melbourne	Melbourne, Wills Melbourne	July 2004–June 2005 November 2004–June 2005
Mr Michael Danby MP	Member for Melbourne Ports	Melbourne Ports	July 2004–June 2005
The Hon. Alan Cadman MP	Member for Mitchell	Mitchell	July 2004–June 2005
The Hon. Gary Hardgrave MP	Member for Moreton	Moreton, Bonner, Griffith, Rankin	July–August 2004
The Hon. Dr Sharman Stone MP	Member for Murray	Murray, Mallee	July–August 2004
Mr Tony Windsor MP	Member for New England	New England	July 2004–June 2005
Ms Sharon Grierson MP	Member for Newcastle	Newcastle	July 2004–June 2005
The Hon. Wilson Tuckey MP	Member for O'Connor	O'Connor	November 2004–June 2005
Mr Bernie Ripoll MP	Member for Oxley	Oxley, Blair, Forde Oxley	July–August 2004 November 2004–June 2005
Ms Julie Owens MP	Member for Parramatta	Parramatta	November 2004–June 2005
Mr Stephen Smith MP	Member for Perth	Perth	July 2004–June 2005
Mr Rodney Sawford MP	Member for Port Adelaide	Port Adelaide, Hindmarsh Port Adelaide	July–August 2004 November 2004–June 2005
Ms Janice Crosio MP	Member for Prospect	Prospect	July–August 2004
Mr Chris Bowen MP	Member for Prospect	Prospect	November 2004–June 2005
Dr Craig Emerson MP	Member for Rankin	Rankin, Moreton, Oxley Rankin	July–August 2004 November 2004–June 2005
Mr Laurie Ferguson MP	Member for Reid	Reid	July 2004–June 2005
Mrs Justine Elliot MP	Member for Richmond	Richmond	November 2004–June 2005
The Hon. Jim Lloyd MP	Member for Robertson	Robertson	November 2004–June 2005
Mr Harry Jenkins MP	Member for Scullin	Scullin, Jagajaga Scullin	July–August 2004 November 2004–June 2005

<b>Recipient</b>	<b>Constituency/ position</b>	<b>Roll data provided</b>	<b>Date provided</b>
Ms Jill Hall MP	Member for Shortland	Shortland	July 2004–June 2005
Mr David Tollner MP	Member for Solomon	Solomon	July–August 2004
Ms Jann McFarlane MP	Member for Stirling	Stirling	July–August 2004
Mr Michael Keenan MP	Member for Stirling	Stirling	November 2004–June 2005
Mr Kim Wilkie MP	Member for Swan	Swan	July 2004–June 2005
Ms Tanya Plibersek MP	Member for Sydney	Sydney	July 2004–June 2005
Dr Dennis Jensen MP	Member for Tangney	Tangney	November 2004–June 2005
Ms Jennie George MP	Member for Throsby	Throsby	July 2004–June 2005
The Hon. Tony Abbott MP	Member for Warringah	Warringah	July–August 2004
The Hon. Leo McLeay MP	Member for Watson	Watson	July–August 2004
Mr Tony Burke MP	Member for Watson	Watson	November 2004–June 2005
Mr Peter King MP	Member for Wentworth	Wentworth	July–August 2004
Mr Mark Latham MP	Member for Werriwa	Werriwa	July–December 2004
Mr Chris Hayes MP	Member for Werriwa	Werriwa	May–June 2005
The Hon. Warren Truss MP	Member for Wide Bay	Wide Bay, Capricornia, Hinkler	July–August 2004
Mr Kelvin Thomson MP	Member for Wills	Wills, Maribyrnong Wills	July–August 2004 November 2004–June 2005
Senator Kate Lundy	Senator for the ACT	ACT	July 2004–June 2005
Senator George Campbell	Senator for NSW	NSW	July 2004–June 2005
Senator the Hon. Helen Coonan	Senator for NSW	NSW	July 2004–June 2005
Senator the Hon. John Faulkner	Senator for NSW	NSW	July 2004–June 2005
Senator Concetta Fierravanti-Wells	Senator for NSW	NSW	May 2005
Senator Michael Forshaw	Senator for NSW	NSW	July 2004–June 2005
Senator the Hon. Bill Heffernan	Senator for NSW	NSW	July 2004–June 2005
Senator Steve Hutchins	Senator for NSW	NSW	July 2004–June 2005
Senator the Hon. Sandy Macdonald	Senator for NSW	NSW	July 2004–June 2005
Senator Kerry Nettle	Senator for NSW	NSW	July 2004–June 2005
Senator Marise Payne	Senator for NSW	NSW	July 2004–June 2005
Senator Aden Ridgeway	Senator for NSW	NSW	July 2004–June 2005
Senator Ursula Stephens	Senator for NSW	NSW	July 2004–June 2005
Senator John Tierney	Senator for NSW	NSW	July 2004–March 2005
Senator Trish Crossin	Senator for the NT	NT	July 2004–June 2005
Senator Nigel Scullion	Senator for the NT	NT	July 2004–June 2005
Senator Andrew Bartlett	Senator for Qld	Qld	July 2004–June 2005
Senator the Hon. Ronald Boswell	Senator for Qld	Qld	July 2004–June 2005
Senator George Brandis	Senator for Qld	Qld	July 2004–June 2005
Senator John Cherry	Senator for Qld	Qld	July 2004–June 2005
Senator Len Harris	Senator for Qld	Qld	July 2004–June 2005
Senator John Hogg	Senator for Qld	Qld	July 2004–June 2005
Senator Joe Ludwig	Senator for Qld	Qld	July 2004–June 2005
Senator the Hon. Ian Macdonald	Senator for Qld	Qld	July 2004–June 2005
Senator Jan McLucas	Senator for Qld	Qld	July 2004–June 2005
Senator Brett Mason	Senator for Qld	Qld	July 2004–June 2005
Senator Claire Moore	Senator for Qld	Qld	July 2004–June 2005

<b>Recipient</b>	<b>Constituency/ position</b>	<b>Roll data provided</b>	<b>Date provided</b>
Senator Santo Santoro	Senator for Qld	Qld	July 2004–June 2005
Senator the Hon. Nick Bolkus	Senator for SA	SA	July 2004–June 2005
Senator Geoff Buckland	Senator for SA	SA	July 2004–June 2005
Senator Grant Chapman	Senator for SA	SA	July 2004–June 2005
Senator Kate Ellis	Senator for SA	SA	November 2004
Senator Jeannie Ferris	Senator for SA	SA	July 2004–June 2005
Senator Linda Kirk	Senator for SA	SA	July 2004–June 2005
Senator Meg Lees	Senator for SA	SA	July 2004–June 2005
Senator the Hon. Nicholas Minchin	Senator for SA	SA	July 2004–June 2005
Senator Natasha Stott Despoja	Senator for SA	SA	July 2004–June 2005
Senator the Hon. Amanda Vanstone	Senator for SA	SA	July 2004–June 2005
Senator Penny Wong	Senator for SA	SA	July 2004–June 2005
Senator the Hon. Eric Abetz	Senator for Tas.	Tas.	July 2004–June 2005
Senator Guy Barnett	Senator for Tas.	Tas.	July 2004–June 2005
Senator Bob Brown	Senator for Tas.	Tas.	July 2004–June 2005
Senator the Hon. Richard Colbeck	Senator for Tas.	Tas.	July 2004–June 2005
Senator Kay Denman	Senator for Tas.	Tas.	July 2004–June 2005
Senator Brian Harradine	Senator for Tas.	Tas.	July 2004–June 2005
Senator Sue Mackay	Senator for Tas.	Tas.	July 2004–June 2005
Senator Shayne Murphy	Senator for Tas.	Tas.	July 2004–June 2005
Senator Kerry O'Brien	Senator for Tas.	Tas.	July 2004–June 2005
Senator the Hon. Nick Sherry	Senator for Tas.	Tas.	July 2004–June 2005
Senator John Watson	Senator for Tas.	Tas.	July 2004–June 2005
Senator Lyn Allison	Senator for Vic.	Vic.	July 2004–June 2005
Senator Kim Carr	Senator for Vic.	Vic.	July 2004–June 2005
Senator Jacinta Collins	Senator for Vic.	Vic.	July 2004–June 2005
Senator Stephen Conroy	Senator for Vic.	Vic.	July 2004–June 2005
Senator Mitch Fifield	Senator for Vic.	Vic.	July 2004–June 2005
Senator the Hon. Rod Kemp	Senator for Vic.	Vic.	July 2004–June 2005
Senator Julian McGauran	Senator for Vic.	Vic.	July 2004–June 2005
Senator Gavin Marshall	Senator for Vic.	Vic.	July 2004–June 2005
Senator the Hon. Kay Patterson	Senator for Vic.	Vic.	July 2004–June 2005
Senator Robert Ray	Senator for Vic.	Vic.	July 2004–June 2005
Senator Tsebin Tchen	Senator for Vic.	Vic.	July 2004–June 2005
Senator Mark Bishop	Senator for WA	WA	July 2004–June 2005
Senator the Hon. Ian Campbell	Senator for WA	WA	July 2004–June 2005
Senator the Hon. Peter Cook	Senator for WA	WA	July 2004–June 2005
Senator Alan Eggleston	Senator for WA	WA	July 2004–June 2005
Senator the Hon. Christopher Ellison	Senator for WA	WA	July 2004–June 2005
Senator Christopher Evans	Senator for WA	WA	July 2004–June 2005
Senator Brian Greig	Senator for WA	WA	July 2004–June 2005
Senator David Johnston	Senator for WA	WA	July 2004–June 2005
Senator Susan Knowles	Senator for WA	WA	July 2004–June 2005
Senator Ross Lightfoot	Senator for WA	WA	July 2004–June 2005

<b>Recipient</b>	<b>Constituency/ position</b>	<b>Roll data provided</b>	<b>Date provided</b>
Senator Andrew Murray	Senator for WA	WA	July 2004–June 2005
Senator Ruth Webber	Senator for WA	WA	July 2004–June 2005

Table 48 **Provision of electoral roll information to federally registered political parties**

<b>Political party recipient</b>	<b>Roll data provided</b>	<b>Date provided</b>
Australia First	Vic.	July 2004–September 2004
Australian Democrats—National Secretariat	All States and Territories	July 2004–June 2005
Australian Democrats—NSW Division	NSW	July 2004–January 2005
Australian Greens—Vic.	Vic.	August–November 2004
Australian Greens—Vic.	Vic.	December 2004–June 2005
Australian Labor Party—ACT Branch	Australian Capital Territory	July 2004–June 2005
Australian Labor Party—NSW Branch	NSW	July 2004–June 2005
Australian Labor Party—Qld Branch	Qld	July 2004–June 2005
Australian Labor Party—SA Branch	South Australia	July 2004–June 2005
Australian Labor Party—Vic. Branch	Vic.	July 2004–January 2005
Australian Labor Party—Vic. Branch	Vic.	February–June 2005
Australian Labor Party—Federal Secretariat	All States and Territories	July 2004–June 2005
Christian Democratic Party	NSW	July 2004–June 2005
Citizens Electoral Council of Australia	Vic.	July 2004–June 2005
Ex-service, Service and Veterans Party	All States and Territories	April–June 2005
Ex-service, Service and Veterans Party	All States and Territories	July–November 2004
Ex-service, Service and Veterans Party	All States and Territories	December 2004–February 2005
Family First Party	All States and Territories	July–October 2004
Help End Marijuana Prohibition (HEMP) Party	NSW	July 2004–June 2005
Liberal Party of Australia—Federal Secretariat	All States and Territories	July 2004–June 2005
Liberal Party of Australia—NSW Division	NSW	July 2004–June 2005
Liberal Party of Australia—Qld Division	Qld	July 2004–June 2005
Liberal Party of Australia—Vic. Division	Vic.	July 2004–June 2005
Liberal Party of Australia—WA Division	WA	July 2004–June 2005
National Party of Australia—Federal Secretariat	All States and Territories except Northern Territory	July 2004–June 2005
National Party of Australia—NSW Branch	NSW	July 2004–June 2005
National Party of Australia—Qld Branch	Qld	July 2004–June 2005
National Party of Australia—Vic. Branch	Vic.	July 2004–June 2005
National Party of Australia—WA Branch	WA	July 2004–June 2005
Pauline Hanson's One Nation—WA	WA	July 2004–January 2005
Republican Party of Australia	NSW	July 2004–June 2005
The Greens—NSW	NSW	July 2004–June 2005

## Appendix F—Ecologically sustainable development

The AEC's planned outcomes are directed towards providing the Australian people with an effective electoral roll, an impartial and independent electoral system and an Australian community which is well informed about electoral matters. These outcomes are not directly related to ecologically sustainable development objectives within the terms of paragraph 516A(6)(b) of the *Environment Protection and Biodiversity Conservation Act 1999* (the EPBC Act).

In its operational activities, the AEC strives to use natural resources efficiently, to manage waste, and to reduce energy consumption in order to meet government targets and ultimately reduce greenhouse gas emissions.

During 2004–05, the AEC undertook a number of initiatives to develop and improve its environmental performance, including:

- introducing separate energy metering of AEC offices, where possible
- commencing processes for the downsizing of several major tenancies, which should result in reduced energy consumption
- including a provision in its cleaning contracts requiring the use of low-irritant, biodegradable, phosphate-free cleaning chemicals
- introducing energy star ratings as a criterion in the selection of major office machines under the national replacement program.

In addition, the AEC still has in place a range of practical strategies, pursuant to paragraph 516A(6)(d) of the EPBC Act, including:

- conducting 'switch off' campaigns in relation to lighting and office machines
- incorporating energy-efficient lighting in new fit-outs
- recycling paper, cardboard and toner cartridges
- implementing the more efficient use of office space.

The AEC's strategies comply with the recommendations of the Australian National Audit Office Audit Report No. 47 of 1998–99, *Energy Efficiency in Commonwealth Operations*.

## Appendix G—Consultancies

The AEC may engage consultants under subsection 35(2) of the *Commonwealth Electoral Act 1918*, and determine the terms and conditions of those consultants under subsection 35(4). Consultants may also be engaged in accordance with the *Financial Management and Accountability Act 1997*.

The AEC defines a 'consultant' as an individual, partnership or corporation, engaged by the AEC from outside the Australian Public Service, for one or more of the following purposes:

- providing expert advice on policy, technical and professional matters
- undertaking research projects, surveys, fact-finding investigations and management reviews
- developing training material, except where the material is off the shelf and is available from any other organisation without any change in concept or content.

Before the delegate gives approval to engage a consultant, the following criteria must be met:

- The consultancy must meet AEC corporate planning objectives.
- Alternatives to the use of consultants must have been fully considered.
- The required skills must not be readily available in the AEC.
- The consultancy must not be used to circumvent other processes within the AEC.
- Costs and timeframes must be reasonable.
- Selection arrangements must
  - be publicly defensible
  - provide value for money
  - promote open and effective competition.
- The consultancy must have been budgeted for.
- Clear and comprehensive specifications and outcomes must have been developed.
- The criteria for evaluation of responses must have been developed.

Proposed consultancies in excess of \$200,000 must be approved by either the Deputy Electoral Commissioner, the First Assistant Commissioner Business Support or the Assistant Commissioner Corporate Services.

Table 49 **Consultancy contracts to the value of \$10,000 or more let during 2004–05**

<b>Consultant</b>	<b>Description</b>	<b>Contract price (including GST)</b>	<b>Selection process<sup>a</sup></b>	<b>Justification<sup>b</sup></b>
Resolution Consulting Service	Provision of re-engineering services for enrolment	\$10,000	Direct sourcing	A
PCM Unit Trust trading as ATF PCM Unit Trust	Development of requirements and strategy for central office accommodation	\$22,000	Select tender	A
Pat Faget Pty Ltd	Specialist advice on freedom of information request regarding Australians For Honest Politics	\$23,725	Direct sourcing	A
Minter Ellison	Scoping review of the Commonwealth Electoral Act	\$22,618	Panel	A
Minter Ellison	Inquiry into postal voting at the 2004 federal election	\$83,792	Panel	A

GST = goods and services tax

a Explanation of selection process terms drawn from the Commonwealth Procurement Guidelines (January 2005)

- Open tender: A procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders.
- Select tender: A procurement procedure in which the procuring agency selects which potential suppliers are invited to submit tenders in accordance with the mandatory procurement procedures.
- Direct sourcing: A procurement process, available only under certain defined circumstances, in which an agency may contact a single potential supplier or suppliers of its choice and for which conditions for direct sourcing apply under the mandatory procurement procedures.
- Panel: An arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply property or services to an agency as specified in the panel arrangements.

b Justification for decision to use consultancy:

- A—skills currently unavailable within agency
- B—need for specialised or professional skills
- C—need for independent research or assessment.



## Appendix H—Industrial and commercial elections statistics

Table 50 provides a statistical breakdown by State or Territory of industrial and commercial elections undertaken by the AEC in the 2004–05 financial year.

Table 50 **Activities in relation to industrial elections and commercial ballots**

	NSW	Vic.	QLD	WA	SA	Tas.	ACT	NT	Total
<b>Elections and ballots</b>									
Contested industrial elections	27	29	7	7	11	13	7	9	110
Uncontested industrial elections	61	89	36	42	54	40	44	16	382
Certified agreement ballots	20	0	1	2	0	3	10	0	36
Other commercial elections and ballots	4	0	2	2	0	0	3	2	13
Other elections and ballots	1	0	0	0	0	0	0	0	1
<b>Total elections and ballots completed</b>	<b>113</b>	<b>118</b>	<b>46</b>	<b>53</b>	<b>65</b>	<b>56</b>	<b>64</b>	<b>27</b>	<b>542</b>
<b>Candidates</b>									
Candidates for contested offices (industrial)	533	401	129	34	178	65	76	34	1,450
Candidates for uncontested offices (industrial)	1,126	1,356	582	457	583	299	442	84	4,929
<b>Total candidates</b>	<b>1,659</b>	<b>1,757</b>	<b>711</b>	<b>491</b>	<b>761</b>	<b>364</b>	<b>518</b>	<b>118</b>	<b>6,379</b>
<b>Ballot papers</b>									
Voters to whom ballot papers were issued (industrial)	307,820	114,608	91,449	25,423	70,801	23,113	25,544	7,533	666,291
Voters who returned ballot papers (industrial)	68,492	36,592	21,744	8,621	17,700	7,249	6,430	1,928	168,756
Voters to whom ballot papers were issued (certified agreements)	17,660	0	2,326	182	0	1,113	3,411	0	24,692
Voters who returned ballot papers (certified agreements)	13,097	0	1,455	149	0	889	2,770	0	18,360
Voters to whom ballot papers were issued (other commercial)	1,445	0	347	1,086	0	0	5,939	0	8,817
Voters who returned ballot papers (other commercial)	535	0	221	748	0	0	1,369	0	2,873
Voters to whom ballot papers were issued (other)	402	0	0	0	0	0	0	0	402
Voters who returned ballot papers (other)	183	0	0	0	0	0	0	0	183
<b>Total ballot papers issued</b>	<b>327,327</b>	<b>114,608</b>	<b>94,122</b>	<b>26,691</b>	<b>70,801</b>	<b>24,226</b>	<b>34,894</b>	<b>7,533</b>	<b>700,202</b>
<b>Total ballot papers returned</b>	<b>82,307</b>	<b>36,592</b>	<b>23,420</b>	<b>9,518</b>	<b>17,700</b>	<b>8,138</b>	<b>10,569</b>	<b>1,928</b>	<b>190,172</b>

## Appendix I—Aboriginal and Torres Strait Islander Commission election statistics

Until 30 June 2005, the AEC was responsible for conducting Aboriginal and Torres Strait Islander Commission (ATSIC) Regional Council and Torres Strait Regional Authority elections, in accordance with the *Aboriginal and Torres Strait Islander Commission Act 1989*, the Regional Council Election Rules and the Torres Strait Regional Authority Election Rules. Tables 51 and 52 detail the elections conducted by the AEC for ATSIC offices and Regional Council positions during 2004–05.

Table 51 **Elections to fill ATSIC Regional Council casual vacancies**

Notification date	Regional Council	State	Region	Ward	Former member	New member	Eligible candidates	Date of declaration	Declarations received
24 Jun 04	Yapakurlangu	NT	Tennant Creek	Alpurrurulam	Rodney King	Harry Hall	1	30 Jul 04	1
24 Jun 04	Murdi Paaki	NSW	Bourke	Wangkumara	Jason Wilson	Olivia Grace Roberts	24	30 Jul 04	3
22 Dec 04	Noongar Country	WA	Narrogin	Albany	David Williams	Reggie Nelson	10	25 Jan 05	2

Table 52 **ATSIC officeholder elections**

Notification date	Regional Council	State	Region	Position	Former officeholder	New officeholder	Eligible candidates	Post date	Polling date	Nominations received
13 Dec 04	Miwatj	NT	Nhulunbuy	Chairperson	Tony Binalany	Jacky Munyarrir Guralpa	9	14 Dec 04	20 Dec 04	3
13 Dec 04	Miwatj	NT	Nhulunbuy	Alt Deputy Chairperson	Vacated position	Matjarra Garrawurra	8	14 Dec 04	20 Dec 04	1
10 Mar 05	Sydney	NSW	Sydney	Chairperson	Marcia Ella Duncan	Pat Lock	9	1 Apr 04	7 Apr 04	3

## Appendix J—Feedback

The AEC used a new formal procedure during 2004–05 for receiving, referring and reporting customer feedback. However, the system is cumbersome, and the information collected varies in quality and quantity. The system will be refined in 2005–06.

Some AEC sections and units have improved the way they collect feedback important to their specialised tasks. For example, the Canberra and Melbourne electoral education centres (EECs) introduced a new evaluation system from the beginning of 2005. Instead of asking participants what they particularly enjoyed during their visits, the EECs now focus more sharply on learning outcomes by asking people what they have learned, and how their knowledge, beliefs and opinions have been altered. The EECs are also differentiating between types of participant in order to track the differing experiences of teachers, organisers, adult participants and students.

After the federal election, the AEC in Western Australia conducted an extensive survey of candidates, scrutineers and political party managers to evaluate the election. Respondents were asked about the service provided by the AEC, the information they received (including publications), polling day procedures and polling place staff, the scrutiny of the poll and the nominations process. The survey analysis will be completed in August–September 2005.

The Election Systems and Policy Unit also sought feedback after the federal election. The unit asked more than 4,000 polling officials what they thought of the training sessions and materials they received before the election, and asked the Department of Foreign Affairs and Trade and Austrade posts for their opinions on overseas voting services.

AEC research papers were made available through the AEC website and in hard copy, and were cited by academics and journalists.

### Complaints

Most complaints to the AEC are made by phone to our 13 23 26 number and are resolved immediately. Complaints made to divisional offices are referred to head offices initially, then, if required, to central office. Most complaints are from electors, but a small number are from candidates.

The time taken to resolve complaints varies. Simple phone complaints (for example, 'I shouldn't have to fill out this form since you already have my address on the letter you sent me') may be resolved in two to three minutes, while it may take 20–30 minutes to explain more complicated matters or multiple queries. The AEC allows one to two days to respond to complex matters requiring written responses (for example, the review of a decision to remove a name from the electoral roll).

As expected, we dealt with a greater than usual number of complaints in 2004, because it was an election year.

### Election complaints

The litigation team responded to 312 complaints from 278 complainants in the period between 29 August 2004 and 11 November 2004. These related to:

- 101 alleged breaches of s 329 of the *Commonwealth Electoral Act 1918*
- 90 alleged breaches of s 328
- 15 alleged breaches of ss 326 and 327
- 96 alleged breaches of ss 331 and 350
- issues related to compulsory voting, multiple voting, candidate disqualifications (s 44 of the Australian Constitution) and the use of parliamentary entitlements
- 11 protests about the integration of postal vote applications with political material.

During the election, our call centre received 3,297 complaints, of which 2,851 were resolved within 24 hours.

The complaints were most commonly about:

- postal vote ballot papers (not received; delayed delivery; wrong papers)
- mail (electoral roll review letters; continuing to receive mail for other people)
- voting (locating polling places; conduct at polling places; postal voting).

Other topics of complaint included being removed from the roll; political material included with postal vote application forms sent by parties; and campaign information.

Among Australians voting overseas, the most common complaints were about:

- pre-poll votes not counted because they arrived late in the enrolled division (the cut-off is the thirteenth day after polling day)
- postal vote ballot papers not received (usually because of postal service difficulties in the other country)
- quality of service provided by the Department of Foreign Affairs and Trade or the Austrade post
- voting procedures not adequately followed at the post.

## Post-election complaints

After 11 November 2004, the litigation team continued to receive election-related complaints, and responded to 31 complaints from 29 complainants from 12 November 2004 to 30 June 2005. These related to:

- 7 alleged breaches of s 329 of the Commonwealth Electoral Act
- 5 alleged breaches of s 328
- 19 alleged breaches of s 327
- issues of compulsory voting, multiple voting, candidate disqualifications (s 44 of the Australian Constitution) and the use of parliamentary entitlements.

State head offices and divisions reported that many of the complaints and suggestions proposed legislative changes, such as changes to Australia's voting system. Although we respond to these inquiries, we cannot resolve them.

Among the complaints received by State offices, the most common topics were:

- advertising (how-to-vote cards and other political material)
- nominations, candidates and political parties
- postal voting
- voting and polling arrangements.

Other topics of complaint included call centre service; electoral fraud; and the allegedly improper use of parliamentary stationery.

## Other complaints

During 2004–05, common topics of complaint other than the election-related matters included:

- the availability of electoral rolls only at divisional offices, frustrating electors who live elsewhere in large rural divisions
- ambiguous wording and inaccuracy of data in continuous roll update letters
- the process and need for multiple letters to 'object' to a person's enrolment.

## Compliments

### Election-related matters

Many customers complimented us on the fact they could phone and speak to a real person with knowledge of their local area.

Most feedback about overseas voting, collected by the AEC and the Department of Foreign Affairs and Trade after the 2004 federal election, was very positive.

### Public awareness

State divisions received much positive feedback about school and community visits program presentations.

The overwhelming majority of participants, teachers and accompanying adults who visited EECs rated the experience as excellent or good for quality of information, value of worksheets and activity zones, and quality of the electoral educator.

Comments included:

*The presenter and the presentation was excellent.*

*Program is excellent and should be part of people's responsibility in gaining the vote.*

*The AEC does a great job in educating potential and current voters.*

*The presentation was pitched in kids speak which was great. Often when dealing with this topic the students do not comprehend the information if it's not in their language.*

The EECs consistently received positive comments on their mock elections and the value of this technique in explaining preferential voting. For example:

*Information explained clearly allowing for student participation. The mock election, demonstrating preferential voting, is excellent.*

The audiovisual presentation and the *Democracy the Australian Way* video were also rated as highlights.

### International services

Continued strong overseas demand for AEC electoral assistance and products is the single greatest compliment to the AEC's international program. AEC officers also received many face-to-face compliments from overseas counterparts.

The Prime Minister has publicly noted the contribution of the Deputy Electoral Commissioner, Mr Paul Dacey, to the work of the International Mission for Iraqi Elections (IMIE). In his address to the Lowy Institute for International Policy on 31 March 2005, the Prime Minister said:

*Others have written their own names into the larger narrative of Australia's global engagement in recent times ... When we think of Australia in the world, we should also think of the Australian Electoral Commission's Paul Dacey. Paul is our representative on the international steering committee that oversaw Iraq's first ever democratic election at the end of January. He and his colleagues are now working to strengthen Iraq's democratic processes in advance of voting on a constitution in October and for national elections in December.*

The Chairman of the IMIE also wrote to Mr Dacey, thanking him and the AEC for the work done by the AEC on the IMIE's behalf in monitoring out-of-country voting organised in Australia for the Iraqi election.

The Office of the Prime Minister of Tonga has written to thank us formally for our work, as part of AusAID's Pacific Governance Support Program, on the computerisation of Tonga's electoral rolls. The letter concluded:

*On behalf of the Government of Tonga and the election unit, I would like to extend our utmost and sincere gratitude and appreciation to the Government of Australia and the Australian Electoral Commission for the assistance given to us in this project.*

The Pacific Islands, Australia and New Zealand Electoral Administrators' Network (PIANZEA) received support from the AEC. PIANZEA provided positive feedback on that support. The AEC also received over two hundred compliments for our presentation of the BRIDGE (Building Resources in Democracy, Governance and Elections) course to international audiences.

Feedback from overseas officials who took part in our 2004 election visitor program was strongly positive. On a scale of 0 to 5, they awarded us 4.3 for 'usefulness to you' and 4.5 for 'organisation'. Participants included a delegation of Iraqi officials who were in Canberra on election day. The delegation rated the Canberra visit as the highlight of their training course.

## Suggestions

Many suggestions the AEC receives from the public would require legislative change—for example, making voting non-compulsory or penalising unfulfilled election promises—so we cannot act on them.

Other suggestions made during the year, however, are useful pointers to service improvement, such as:

- clearer, less ambiguous terminology in continuous roll update correspondence
- innovative ideas for the EECs and the school and community visits program
- provision of more interpreters at remote polling stations serving indigenous people.

Polling officials who worked on the 2004 federal election gave us valuable advice on improving our training materials and pre-election courses.

Participants in our international training activities made cogent suggestions for improving our BRIDGE courses, such as to extend the course, make key outcomes clearer and spend more time on facilitation techniques.

## Response to feedback

Capturing complaints helped us to improve and develop the 'question and answer' scripts used in our web-based election call centre application. The AEC's Public Awareness Programs Section will look for trends in the feedback, such as common misinformation in the community, and design better information products.

Suggestions from electors have led us to add reply-paid addresses to forms, to liaise more closely with local governments as they change rural road-numbering systems, and to plan for additional interpreters at mobile polling stations servicing remote indigenous communities.
















Suggestions from AEC permanent staff and from polling officials who worked at the 2004 federal election have been taken into account in the redevelopment of training manuals and other materials for the next election. Similarly, we are using feedback from Australian overseas posts and electors who were overseas during the 2004 election to improve the overseas arrangements and procedures for future electoral events.





# Appendix K—Publications and products

The following publications may be obtained from the AEC website, [www.aec.gov.au](http://www.aec.gov.au), or by phoning 13 23 26.

Documents which are publicly available on the AEC website are marked with the symbol .

Documents which are publicly available in hard copy are marked with the symbol .

Publication/product	Description	Format available
Australian Electoral Commission Annual Report 2004–05	A report, published to meet the requirements of legislation, that details the AEC's performance over the financial year 2004–05	 
Nominations pamphlet	A concise information pamphlet for people interested in standing as election candidates	 
Candidates' Handbook	A handbook to assist candidates standing for election to the Senate or House of Representatives of the Australian Parliament It explains in detail those aspects of electoral law which relate directly to candidates	 
Scrutineers' Handbook	An information aid for scrutineers at federal elections It explains in detail those aspects of electoral law which relate directly to scrutineers	 
Electoral Newsfile	A regular bulletin on issues and events The following editions were published for 2004–05: No. 115—Two Electoral Divisions in the Northern Territory No. 116—Federal Election 2004 Information Guide No. 118—Federal Election 2004 Close of Rolls No. 119—Federal Election 2004 Close of Nominations No. 120—Federal Election 2004 The Votes and the Count No. 121—Federal Election 2004 House of Representatives Results No. 122—Federal Election 2004 Senate Results No. 123—Federal Election 2004 Results Guide	 
Electoral Backgrounder series	A series of leaflets published for the general information of people interested in electoral issues The following editions were published for the 2004 federal election: No. 14—Electoral Fraud and Multiple Voting (currently being updated) No. 15—Electoral Advertising No. 16—Influencing Votes No. 17—Compulsory Voting No. 18—Informal Voting No. 19—Constitutional Disqualifications and Intending Candidates No. 20—Polling Place Offences	 
Election Night Guide	A guide for the national tally room and results on election night	
Elector leaflet	A multi-page information leaflet, <i>Your official guide to the federal election</i> , distributed to more than 7.5 million households throughout Australia before election day, and produced in PDF format for the website	 

Publication/product	Description	Format available
Fact sheets	Fact sheets about enrolment and voting for the following target groups: <ul style="list-style-type: none"> <li>• overseas electors</li> <li>• prisoners</li> <li>• members of the Defence forces</li> </ul>	
Wall map	A wall map showing the final electoral boundaries for the 2004 federal election, indicating marginal seats	
National Electoral Division Profiles 2004	A consolidated set of maps and profiles of Australia's 150 electoral divisions	
2004 federal election results map	A colour-coded map showing which party won which division in the 2004 federal election  Also contains the names of members and senators elected	
Election 2004 promotional materials	A package of products including media release letterhead, T-shirts, information kits, posters, stickers and badges	

Archive only  
historical  
research only



# Abbreviations list

AAT Act	<i>Administrative Appeals Tribunal Act 1975</i>
ABS	Australian Bureau of Statistics
Access Act	<i>Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004</i>
ACTEC	Australian Capital Territory Electoral Commission
ADJR Act	<i>Administrative Decisions (Judicial Review) Act 1977</i>
AEC	Australian Electoral Commission
AEO	Australian Electoral Officer
AIR	Australian Industrial Registry
ANAO	Australian National Audit Office
APS	Australian Public Service
APSC	Australian Public Service Commission
ATSIIC	Aboriginal and Torres Strait Islander Commission
AusAID	Australian Agency for International Development
AWA	Australian Workplace Agreement
BRIDGE	Building Resources in Democracy, Governance and Elections course for electoral administrators
CEIO	Community Electoral Information Officer
Commonwealth Electoral Act	<i>Commonwealth Electoral Act 1918</i>
CRU	continuous roll update
DFAT	Department of Foreign Affairs and Trade
DIMIA	Department of Immigration, Multicultural and Indigenous Affairs
DRO	Divisional Returning Officer
EAP	electoral assistance project
EasyCount	AEC automated vote counting system
ECA	Electoral Council of Australia
EEC	electoral education centre
EL	Executive Level
ELMS	AEC election management system
EMIS	enrolment management information system
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999</i>
ERR	electoral roll review
FHR	Full Habitation Review
FOI Act	<i>Freedom of Information Act 1982</i>

FTE	full-time equivalent
GQRS	AEC generic voter registration system
HREOC	Human Rights and Equal Opportunity Commission
IDEA	International Institute for Democracy and Electoral Assistance
IFES	International Foundation for Election Systems
IMIE	International Mission for Iraqi Elections
Integrity Act	<i>Electoral and Referendum Amendment (Enrolment Integrity and Other Measures) Act 2004</i>
JSCEM	Joint Standing Committee on Electoral Matters
KPU	Indonesian National Electoral Commission
LI Act	<i>Legislative Instruments Act 2003</i>
MOU	memorandum of understanding
NAIDOC	National Aboriginal and Islander Day Observance Committee
OH&S	occupational health and safety
OH&S Act	<i>Occupational Health and Safety (Commonwealth Employment) Act 1991</i>
PEO	parliamentary education office
PGSP	Pacific Governance Support Program
PIANZEA Network	Pacific Islands, Australia and New Zealand Electoral Administrators' Network
PMP	performance management program
PNGEC	Papua New Guinea Electoral Commission
Privacy Act	<i>Privacy Act 1988</i>
RAMSI	Regional Assistance Mission to Solomon Islands
RMANS	AEC roll management system
SAF	Sample Audit Fieldwork
SCVP	school and community visits program
SIEC	Solomon Islands Electoral Commission
SSABSA	Senior Secondary Assessment Board of South Australia
STAE	Technical Secretariat for Electoral Administration (East Timor)
suco	local government (East Timor)
TAFE	Technical and Further Education
TEC	Tasmanian Electoral Commission
TTF	train the facilitator
UNDP	United Nations Development Programme
VCE	Victorian Certificate of Education
VEC	Victorian Electoral Commission
VTR	virtual tally room
W3C	World Wide Web Consortium <i>Web Content Accessibility Guidelines</i>
WAEC	Western Australian Electoral Commission
YAC	Youth Advisory Council
YES	Youth Electoral Study

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