

ACT Electoral Commission

# Annual Report 2001/2002



Australian Capital Territory



ACT Electoral Commission

Annual Report 2001/2002



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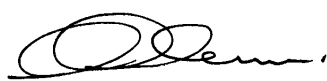
Mr Jon Stanhope MLA  
Attorney-General  
ACT Legislative Assembly  
London Circuit  
CANBERRA ACT 2601

Dear Attorney-General

This report has been prepared under section 8(5)(a) of the *Annual Reports (Government Agencies) Act 1995* and in accordance with the requirements referred to in the Chief Minister's Annual Reports Directions. It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the ACT Electoral Commission.

We hereby certify that the attached Annual Report is an honest and accurate account of the operations of the ACT Electoral Commission during the period 1 July 2001 to 30 June 2002 and that it complies with the Chief Minister's Annual Reports Directions.

Section 14 of the *Annual Reports (Government Agencies) Act 1995* requires that you cause a copy of the report to be laid before the Legislative Assembly within six sitting days of receiving the report.



Graham Glenn  
Chairperson

6 September 2002



Phillip Green  
Electoral Commissioner

6 September 2002



Christabel Young  
Member

6 September 2002

# Table of contents

<b>Part A – Overview and major achievements .....</b>	<b>1</b>
The year in review .....	1
Outlook for 2002/2003 .....	2
<b>Overview of the Electoral Commission .....</b>	<b>2</b>
Description of activities .....	2
Legislative framework .....	3
Organisational structure .....	3
<b>ACT Electoral Commission Corporate Plan .....</b>	<b>4</b>
<b>Achievements for 2001/2002 – Reporting activities against the Electoral Commission’s</b>	
<b>Corporate Plan .....</b>	<b>5</b>
Goal one – To conduct high quality elections and referendums .....	5
Key result area 1.1 <i>Elections for the ACT Legislative Assembly</i> .....	5
Key result area 1.2 <i>Election and referendum services to other agencies</i> .....	15
Goal two – To provide high quality information, education, advice and services related	
to the electoral process .....	18
Key result area 2.1 <i>Electoral information and advice</i> .....	18
Key result area 2.2 <i>Electoral enrolment</i> .....	19
Key result area 2.3 <i>Electoral education</i> .....	22
Key result area 2.4 <i>Other electoral statutory requirements</i> .....	23
Goal three – To improve the quality of electoral services by ensuring best possible	
management practice .....	26
Key result area 3.1 <i>Human resource management</i> .....	26
Key result area 3.2 <i>Financial management</i> .....	26
Key result area 3.3 <i>Records management</i> .....	27
Key result area 3.4 <i>Information technology (IT) management</i> .....	27
<b>Part B – Financial and performance reporting .....</b>	<b>29</b>
Details of 2001/2002 expenditure and revenue .....	30
Reporting outcomes against performance indicators set out in 2001/2002 budget	
papers .....	32
Notes on 2001/2002 results: .....	33
<b>Part C – Whole of Government issues .....</b>	<b>35</b>
<b>Key issues .....</b>	<b>35</b>
Customer focused public service .....	35
Fraud prevention .....	36
Equity and diversity .....	36
<b>Resource and ownership agreement reporting .....</b>	<b>38</b>
Ownership agreement .....	38
Certified agreements .....	38
Staffing profile .....	38
Training and staff development .....	39
Workers compensation .....	40
Capital works management .....	40
Asset management strategy .....	40
Consultancy and contractor services .....	40
<b>Statutory requirements .....</b>	<b>41</b>
Occupational Health and Safety .....	41
Commissioner for the Environment .....	41
Public interest disclosure .....	41
<i>Government Contractual Debts (Interest) Act 1994</i> .....	41
Freedom of Information Act Section 7 statement .....	41
Freedom of Information Act Section 79 Statement .....	42
Ecologically sustainable development: <i>Environment Protection Act 1997</i> .....	42
Contact officer .....	42
<b>Appendices .....</b>	<b>43</b>
Market research results .....	43
<b>Compliance index .....</b>	<b>48</b>
<b>Alphabetical index .....</b>	<b>49</b>

## List of tables

Table 1 — Members of the ACT Electoral Commission.....	3
Table 2 — ACT Electoral Commission Corporate Plan 2002-2005 .....	4
Table 3 — Key election dates.....	6
Table 4 — Votes cast in the October 2001 election by type of vote .....	7
Table 5 — Non-voter statistics from the 1998 and 2001 elections.....	9
Table 6 — Training sessions conducted for polling officials and casual staff for the 2001 election. ....	14
Table 7 — Cost of election training. ....	14
Table 8 — Interstate elections .....	16
Table 9 — Health Professions Boards elections .....	16
Table 10 — Enterprise bargaining ballots .....	16
Table 11 — ANU Union annual elections, August 2001.....	16
Table 12 — ANU Students' Association annual elections, September 2001. ....	17
Table 13 — Other ANU elections .....	17
Table 14 — Other elections .....	17
Table 15 — Electoral education provided to organisations during 2001/2002.....	23
Table 16 — Registered political parties as at 30 June 2002 .....	24
Table 17 — Election funding payments from the 2001 election.....	24
Table 18 — Enrolment totals: variations from quota at the 2001 election.....	25
Table 19 — 2001/2002 Operating Statement: Output 2.7 — Electoral Services .....	29
Table 20 — Statement of expenditure and revenue by goals and key result areas for 2001/2002 .....	30
Table 21 — Detailed statement of expenditure and revenue for 2001/2002.....	31
Table 22 — 2001/2002 Reporting outcomes against performance indicators: Output 2.7 — Electoral Services .....	32
Table 23 — Electoral Commission staff by EEO groups.....	36
Table 24 — Casual staff by EEO groups.....	37
Table 25 — Staff of the ACT Electoral Commission .....	38
Table 26 — Training courses and other development activities attended by staff of the Electoral Commission in 2001/2002.....	39
Table 27 — Contractor Services .....	40
Appendix 1 — Voter knowledge of names of electorates.....	43
Appendix 2 — Voter knowledge of numbers of members of electorates. ....	44
Appendix 3 — Voter knowledge of 100 metre ban on how-to-vote cards. ....	44
Appendix 4 — Voter opinion on absence of how-to-vote cards. ....	44
Appendix 5 — Voter opinion on problems with absence of how-to-vote cards.....	45
Appendix 6 — Voter knowledge of Robson rotation.....	45
Appendix 7 — Voter opinion of adequacy of voting instructions. ....	46
Appendix 8 — Voter opinion of polling place service. ....	46
Appendix 9 — Voter opinion of queuing at polling places.....	47



Getting ready for the start of polling.



Issuing votes.



Voter depositing ballot paper.



Counting votes.



# Part A – Overview and major achievements



## The year in review

This is the tenth Annual Report of the Australian Capital Territory Electoral Commission (the Commission). It covers the period 1 July 2001 to 30 June 2002.

The highlight of the year was the successful conduct of the 20 October 2001 ACT Legislative Assembly election. This election saw a number of electoral “firsts” undertaken by the Commission. These included:

- ❑ The first use in Australia of electronic voting at polling places for parliamentary elections;
- ❑ The first use in ACT Legislative Assembly elections of an electronic counting system using the Hare-Clark electoral system and Robson rotation;
- ❑ The first use of increased numbers of Robson rotation variations printed to reduce the effect of the “linear vote”;
- ❑ Provision of secret voting facilities for blind and sight-impaired people for the first time in an Australian parliamentary election, using electronic voting;
- ❑ Use of an electronic display for the draw for positions on ballot papers for the first time for ACT elections; and
- ❑ Use of an electronic tally board in the Tally Room and display of election results on the internet on election night for the first time for ACT elections.



Voting by computer.

Other notable aspects of the election included:

- ❑ A reduction in the number of informal votes, both in absolute and percentage terms;
- ❑ Very high levels of satisfaction with the Commission’s service;
- ❑ The conduct of a successful public information campaign; and
- ❑ Introduction of a facility to vote immediately outside a polling place where the elector is unable to enter the polling place because of a physical difficulty, illness, pregnancy or other condition.

While the conduct of the Legislative Assembly election was the most visible activity carried out by the Commission during the year, several other major projects were undertaken, as well as a range of ongoing tasks. These included:

- ❑ A major review of the party register, and the introduction of the new category of registered ballot group;
- ❑ Provision of written and oral submissions to the Standing Committee on Legal Affairs regarding its inquiry into the size of the Legislative Assembly;
- ❑ Publication of a detailed report on the conduct of the electronic voting and counting system;
- ❑ Preparation of a report on the operation of the Electoral Act at the 2001 election (to be published in 2002/2003);
- ❑ Conducting a review of the Commission’s Corporate Plan and organisational structure after the 2001 election;
- ❑ Continuing the administration of the “One Form Does It All” multi-agency change of address and electoral enrolment form;
- ❑ Pursuing Continuous Roll Update initiatives, including securing enrolment forms from 17-18 year old ACT school students and receiving data from ACT agencies;
- ❑ Participating in the work of the Electoral Council of Australia and its subcommittees to improve electoral roll maintenance procedures;



- ❑ Continuing the Commission's non-Parliamentary election program, conducting or assisting with 19 ballots for a range of organisations, including the Australian National University, Health Professions Boards and ACT Government agencies;
- ❑ Continuing the schools based electoral education program; and
- ❑ Extending the Commission's internet site ([www.elections.act.gov.au](http://www.elections.act.gov.au)).

## Outlook for 2002/2003

In the 2002/2003 financial year the Commission will focus on completing the review of legislation and procedures used at the 2001 election, and commencing preparations for the 2004 election. The Commission will also continue its education, non-Parliamentary election and Continuous Roll Update programs.

Projects to be undertaken will include:

- ❑ Publishing a report on the operation of the Electoral Act at the 2001 election;
- ❑ Working with the Government and the Assembly to decide how electronic voting and counting will be implemented at the 2004 election;
- ❑ Providing advice on amending the Electoral Act consequent to any decision to change the numbers of Members of the Assembly;
- ❑ Providing advice on amending the Electoral Act to implement changes recommended by the Commission in its review of the operation of the Electoral Act;
- ❑ Conducting a redistribution of electoral boundaries;
- ❑ Reviewing the Commission's operational procedures in preparation for the 2004 election;
- ❑ Transferring the administration of the "One Form Does It All" multi-agency change of address and electoral enrolment form to Canberra Connect;
- ❑ Pursuing Continuous Roll Update initiatives, including securing enrolment forms from 17-18 year old ACT school students and receiving data from an increased range of ACT agencies;
- ❑ Continuing to work with the Australian Electoral Commission (AEC) and the Electoral Council of Australia and its subcommittees to improve electoral roll maintenance procedures;
- ❑ Completing, with the AEC, a major review of the address base included in the ACT electoral roll;
- ❑ Presentation of papers on electronic voting and proportional representation electoral systems at various conferences;
- ❑ Continuing the Commission's non-Parliamentary election program; and
- ❑ Continuing the schools based electoral education program, including a revision of the Commission's fact sheets.

## Overview of the Electoral Commission

The ACT Electoral Commission consists of a Chairperson, the Electoral Commissioner and a third Member. The Electoral Commissioner is also the Chief Executive Officer of the Commission and has Chief Executive powers in relation to staff employed to assist the Commissioner under the *Public Sector Management Act 1994*.

The Attorney-General is the Minister responsible for electoral matters and the Commission is included in the Department of Justice and Community Safety portfolio for administrative purposes.

In the departmental structure for 2001/2002, the Commission was included in Output Class 2.7: Electoral Services. A performance report against the performance measures relevant to the Commission listed in the 2001/2002 budget papers for Output 2.7 is on page 32 of this report.

## Description of activities

The ACT Electoral Commission is an independent statutory authority with responsibility for the conduct of elections and referendums for the ACT Legislative Assembly and for the provision of electoral advice and services to a wide range of clients.

The Commission's primary responsibility is to the electors of the ACT. This responsibility is reflected in the Commission's mission, which is:

*To provide the ACT community with high quality electoral services that ensure fair and open elections and referendums.*



Another major function of the Commission is the redistribution of electoral boundaries between elections. The new boundaries determined in the 2000 redistribution were used for the first time at the 2001 election.

The Commission also provides services to a wide and diverse range of clients, including the Attorney-General, Members of the Legislative Assembly, political parties, election candidates, ACT Government agencies, the media and special interest groups.

Some of the other tasks for which the Commission is responsible include working with other electoral authorities to improve the accuracy of the electoral roll, electoral education, maintaining the register of political parties and the funding and disclosure scheme, conducting elections for ACT Health Professions Boards and providing electoral services to other organisations on a fee-for-service basis.

## Legislative framework

The Commission is responsible for the conduct of elections and referendums and for the provision of electoral advice and services under the following Acts:

- ❑ *Electoral Act 1992;*
- ❑ *Referendum (Machinery Provisions) Act 1994; and*
- ❑ *Health Professions Boards (Elections) Act 1980.*

## Organisational structure

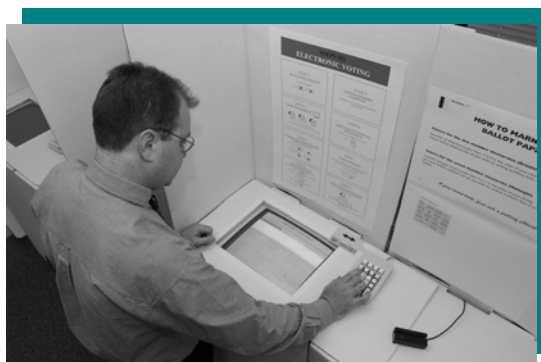
The three Members of the Commission are appointed by the Executive under the Electoral Act. As Chief Executive Officer of the Commission, the Electoral Commissioner is remunerated as a full-time office holder. The Chairperson and the other Member of the Commission are remunerated as part-time office holders.

**Table I — Members of the ACT Electoral Commission**

<b>Mr Graham Glenn AO</b>	<i>Chairperson</i>
Reappointed 11 August 1999 for 5 years	
<b>Mr Phillip Green</b>	<i>Electoral Commissioner</i>
Reappointed 1 April 2000 for 5 years	
<b>Dr Christabel Young FASSA</b>	<i>Member</i>
Reappointed 11 August 1999 for 5 years	

The Commissioner is assisted by 4 permanent officers employed under the Public Sector Management Act. These are the Deputy Electoral Commissioner (Senior Officer Grade B), the Election Applications Manager (Senior Officer Grade C), the Project and Office Manager (Administrative Service Officer Class 6) and the Education and Information Officer (Administrative Service Officer Class 5). Throughout 2001/2002 the Commissioner was also assisted by a temporary Administration and Finance Officer (Administrative Service Officer Class 4). Following a review of the Commission's staffing structure in 2001/2002, this position is to be filled on a permanent basis in 2002/2003.

From time to time, other staff are employed to assist the Commissioner as necessary. These include officers employed under the Public Sector Management Act and the Electoral Act and officers seconded from other organisations.



Electoral Commissioner, Phillip Green, demonstrating the electronic voting system.

## ACT Electoral Commission Corporate Plan

A Strategic Planning Day held on 14 March 2002 endorsed the ACT Electoral Commission's 1999-2002 Corporate Plan unchanged as the Commission's Corporate Plan for 2002-2005. It sets out the Commission's Mission, Goals and Key Result Areas.

The Corporate Plan is underpinned by more detailed Operational Plans, which set out strategies and procedures for each Key Result Area, and by the performance measures and standards reported on in Part B of this Annual Report.

The next section reports on activities undertaken in each Key Result Area in 2001/2002 to achieve the Commission's goals.

**Table 2 — ACT Electoral Commission Corporate Plan 2002-2005**

MISSION		
To provide the ACT community with high quality electoral services that ensure fair and open elections and referendums.		
GOAL	ONE	To conduct high quality elections and referendums
<i>Key result areas:</i>		1.1 Elections for the ACT Legislative Assembly
		1.2 Election and referendum services to other agencies
GOAL	TWO	To provide high quality information, education, advice and services related to the electoral process
<i>Key result areas:</i>		2.1 Electoral information and advice
		2.2 Electoral enrolment
		2.3 Electoral education
		2.4 Other electoral statutory requirements
GOAL	THREE	To improve the quality of electoral services by ensuring best possible management practice
<i>Key result areas:</i>		3.1 Human resource management
		3.2 Financial management
		3.3 Records management
		3.4 Information technology management

# Achievements for 2001/2002 – Reporting activities against the Electoral Commission’s Corporate Plan



## Goal one – To conduct high quality elections and referendums

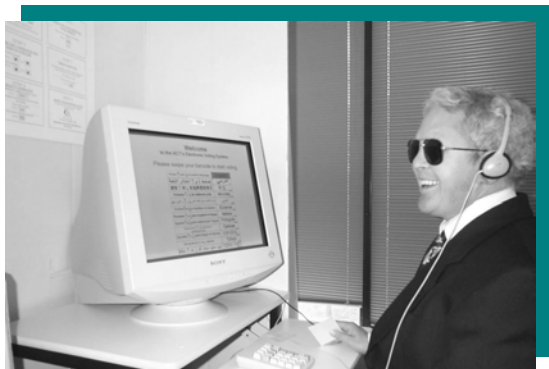
### Key result area 1.1

### Elections for the ACT Legislative Assembly

The 20 October 2001 ACT Legislative Assembly election represented a major milestone in the conduct of elections in Australia with the first use of electronic voting at polling places for parliamentary elections. This election also saw the first use of an electronic counting system in the ACT using the Hare-Clark electoral system and Robson rotation.

Notable features of the 2001 election included:

- ❑ The first use in Australia of electronic voting at polling places for parliamentary elections;
- ❑ The first use in ACT Legislative Assembly elections of an electronic counting system using the Hare-Clark electoral system and Robson rotation;
- ❑ Increased numbers of Robson rotation variations printed to reduce the effect of the “linear vote”;
- ❑ Provision of secret voting facilities for blind and sight-impaired people for the first time in an Australian parliamentary election, using electronic voting;



Robert Altamore, President of the Blind Citizens Australia and ACT Disability Advisory Council, voting by computer.



Electronic display of results at the Tally Room.

- ❑ Use of an electronic display for the draw for positions on ballot papers;
- ❑ Use of an electronic tally board in the Tally Room and display of election results on the internet on election night;
- ❑ The first ACT election held in October (with the date of the ACT’s fixed term elections moved to the third Saturday in October every 3 years, after the 21 February 1998 election);
- ❑ Implementation of changes to the party registration scheme, including the introduction of the new category of registered ballot group;
- ❑ Implementation of new nominations procedures, including the requirement for independent candidates to be nominated by 20 electors (rather than 2) and the ability to reject nominations of candidates using names that are obscene, frivolous, or assumed for a political purpose; and
- ❑ Introduction of facility to vote immediately outside a polling place where the elector is unable to enter the polling place because of a physical difficulty, illness, pregnancy or other condition.

Key dates for the 2001 election are shown in the following table.





**Table 3 — Key election dates.**

Event	Date
Close of registers of political parties and ballot groups	13 September 2001
Pre-election period commenced/nominations opened	14 September 2001
Rolls closed	21 September 2001 (8 pm)
Nominations closed	26 September 2001 (12 noon)
Nominations declared/ballot paper order determined	27 September 2001 (12 noon)
Pre-poll voting commenced	2 October 2001
Pre-poll voting concluded	19 October 2001 (8 pm)
Polling day	20 October 2001 (8 am – 6 pm)
Last day for receipt of postal votes	26 October 2001
Election result announced	1 November 2001
Declaration of the poll	5 November 2001

**Electronic voting and vote counting at the 2001 election**

The Commission considers that the use of electronic voting and electronic vote counting was a success and a valuable improvement on democratic processes in the ACT.

Electronic voting was provided at 4 pre-poll voting centres during the two weeks prior to election day, and at 8 polling places on election day. A total of 16,559 electronic votes were cast. After polling day, preferences shown on 175,270 paper ballots were data entered into a computer system and combined with the electronic voting data. Progressive results for the election were available each day after the election with a final result announced on Thursday 1 November 2001.

The project was completed on budget at a cost of \$406,000.

The electronic voting system:

- ❑ Eliminated the need for manual counting of electronic votes, thereby reducing the possibility of counting error and speeding the transmission of results;
- ❑ Was reliable and secure;
- ❑ Effectively eliminated unintentional voter errors;
- ❑ Reduced the number of informal votes;

- ❑ Allowed blind and sight-impaired people to vote entirely without assistance and in secret through use of headphones and recorded voice instructions; and
- ❑ Provided on-screen voting instructions in 12 different languages.

The electronic counting system also had significant benefits. Preferences shown on paper ballots were data-entered by two independent operators, electronically checked for errors, and manually corrected if needed. This data was then combined with the results of the electronic voting, and a computer program was used to distribute preferences under the ACT's Hare-Clark electoral system.

The electronic counting system:

- ❑ Effectively eliminated errors such as incorrectly sorting or counting ballot papers;
- ❑ Increased the accuracy of the election count;
- ❑ Reduced the time needed to accurately count the votes and announce the election result; and
- ❑ Increased the amount of information available about errors made on paper ballots by electors.



The electronic voting and counting system was delivered using ACT Government in-house resources for supply of hardware and technical support, and external contractors for software development.

The Commission's report on the operation of the electronic voting and counting system: *The 2001 ACT Legislative Assembly Election: Electronic Voting and Counting System Review* was tabled in the ACT Legislative Assembly on 27 June 2002.



Data entry of ballot papers.

## Voting

At the 2001 ACT Legislative Assembly election, 90.9% of eligible electors voted. This was a decrease in turnout in percentage terms from 91.8% at the 1998 election, and an increase in absolute terms from 188,484 voters in 1998 to 198,721 in 2001. Those who voted did so in the following manner.

**Table 4 — Votes cast in the October 2001 election by type of vote**

Vote type	Number	Percent
Ordinary votes	166 443	83.8%
Postal votes	6 410	3.2%
Pre-poll votes	24 599	12.4%
Declaration votes	1 269	0.6%
<b>Total</b>	<b>198 721</b>	

## Pre-poll voting

Pre-poll voting was provided at Belconnen, Civic, Woden and Tuggeranong in the 3 weeks before polling day, commencing on Tuesday 2 October 2001. For the first week of polling paper ballots were available. For the two weeks prior to polling day, computer voting was also provided at these pre-poll voting centres. A total of 24,599 votes were cast at these pre-poll voting centres, with 11,246 of these votes being electronic votes. This compared with 22,998 pre-poll votes cast in 1998.

Pre-polling was also provided for the first time on the Saturday prior to polling day for those people who may find it difficult to pre-poll during ordinary business hours and who would be away on polling day. A total of 1,473 electors used the pre-poll facilities made available on the day, showing that the service provided was convenient for many people. The Commission intends to repeat Saturday pre-polling at the next election.

The pre-polling centres were all used as ordinary polling places on polling day with computer voting continuing to be offered.

## Postal voting

An elector who expects to be unable to attend a polling place on polling day or whose address is suppressed on the electoral roll is entitled to vote by post or at a pre-poll voting centre. In 2001, 8,192 postal votes were issued to electors, and 6,410 postal votes were admitted to the count. This compared with 6,690 postal votes issued in 1998, of which 5,241 were admitted to the count.



Processing postal vote applications.



Electors obtained a postal vote by completing an application form. Postal vote application forms were made available in the ACT at all Post Offices and at the ACT Electoral Commission office. The application form was also available to be downloaded and printed off from the Commission's website. Australian overseas missions provided application forms to electors overseas. The Australian Labor Party and the Liberal Party also distributed postal vote application forms to households. Electors who were registered declaration voters were automatically sent postal ballot material without the need for an application form.

More detail on the operation of the postal voting process during the 2001 election is included in the Commission's report: *The 2001 ACT Legislative Assembly election: Review of the Electoral Act 1992*.

### Voting at polling places

Public schools, private schools, hospitals and community facilities were used as polling venues in the 2001 election.

Wherever possible, the Commission attempted to keep the same polling places as were used at previous ACT and Federal elections in order to minimise public confusion.



Tharwa polling place.

As at previous elections, ACT electors were able to cast an ordinary vote for any electorate at any polling place. An "ordinary vote" is a vote issued to an elector whose name is found on a certified list of electors.

To enable ordinary voting for all three electorates, each polling place is issued with certified lists for its "home" electorate and the other two "away" electorates.

### Mobile polling

Teams of polling officials visited hospitals, nursing homes and the Belconnen Remand Centre in the week leading up to polling day.

The method of polling at Canberra Hospital and Calvary Hospital was changed for the 2001 election. Prior to this election, a polling place was set up at each of these hospitals on polling day and staff from the polling place visited the wards at some stage through the day. For the 2001 election, the polling places were set up as ordinary polling places and staff from the mobile polling teams visited the wards.

The mobile polling teams issued a total of 1,394 votes to patients and residents in those institutions.

### Interstate voting

Interstate voters could vote in person at the office of each interstate electoral authority during the pre-election period. A total of 430 votes were cast in this way.

At previous elections, a polling place was also provided at Batemans Bay on polling day for ACT residents visiting the South Coast. With the change in polling date from February to October, it was decided that fewer Canberra residents would be at the coast on polling day, so this polling place was not opened in 2001.

### Declaration voting

A declaration vote is issued to a voter in a polling place or pre-poll voting centre when his or her name cannot be found on the roll for any of the three electorates.

A total of 3,197 declaration votes were issued. Of these, 1,269 were admitted to the count. Of those 1,928 declaration votes not admitted to the count, most were cast by persons who were not entitled to vote at the election.

### Informal voting

The 2001 election continued the trend started at the 1998 election, with the number of informal votes counted at the 2001 election being the lowest in both percentage and absolute terms of any of the 5 ACT Legislative Assembly elections. Around 4.0% of all votes admitted to the count, or 7,881 out of 198,721 ballot papers, were informal in 2001 (compared to 4.3% in 1998; 6.2% in 1995; 6.5% in 1992 and 5.7% in 1989).

An analysis of informal votes cast during the 2001 election is included in the Commission's report: *The 2001 ACT Legislative Assembly election: Review of the Electoral Act 1992*.





## Non-voters

Voting is compulsory for ACT elections. It is an offence for an enrolled elector to fail to vote at an election without a valid and sufficient reason.

On 17 January 2002 the Commission sent 11,796 notices to apparent non-voters.

A further 624 notices were sent in error owing to a mistake in the scanning process. In these cases, the scanning system failed to correctly record the names of voters marked on a particular certified list. When this error was identified, letters of apology were sent to these electors.

On 7 March 2002 the Commission sent reminder notices to the 4,506 apparent non-voters who had failed to reply at that stage.

On 29 May 2002 the Commission sent notices of possible prosecution to the 2,378 apparent non-voters who had failed to reply to the reminder notice.

The Commission issued summonses on 30 July 2002 to those electors who failed to reply to the notice of prosecution and to those electors who provided a reason that was not taken to be valid and sufficient.

New payment options were introduced for the first time for ACT non-voters, with credit card payment facilities made available on the internet, by phone and at ACT Government Canberra Connect Shopfronts. The ACT was the second jurisdiction, after Western Australia, to provide non-voter payment facilities on the internet.

The following table outlines the replies received up to 30 June 2002 compared with the total replies for the 1998 election.

Non-voter processes will continue in the 2002/2003 financial year.

**Table 5 — Non-voter statistics from the 1998 and 2001 elections**

Details	1998	2001
Total enrolment	205 248	218 615
Number of votes counted	188 484	198 721
<b>Total number of apparent non-voters</b>	<b>16 764</b>	<b>19 894</b>
Valid reason for not voting provided before notices sent <sup>1</sup>	6 425	9 525
<b>Number of electors sent non-voters notices <sup>2</sup></b>	<b>10 414</b>	<b>11 796</b>
Elector claimed to have voted	747	688
Elector unable to vote due to mental incapacity or being infirm	79	104
Elector deceased	11	4
Valid and sufficient reason provided	4 019	4 195
\$20 penalty paid	1 426	1 767
Elector moved permanently interstate or overseas	1 551	1 001
Letter returned undelivered	1 625	3 377
No valid and sufficient reason provided and penalty not paid	18	42
No reply	938	618

Note 1: Includes electors whose postal votes or declaration votes were not admitted to the count, electors who provided valid excuses in person or by telephone or letter and electors who transferred their enrolment interstate before notices were sent.

Note 2: The number of notices sent and the number of valid reasons provided before notices sent do not sum to the total number of apparent non-voters because of inaccuracies in the scanning process.



## Multiple voters at the 2001 ACT election

As with previous ACT elections, no evidence was found to indicate that there was widespread or organised multiple voting at the 2001 ACT election.

In order to determine if multiple voting had occurred, a list of people who were marked as having voted more than once was generated. This was compiled by computerised scanning of the electoral rolls marked by polling officials at all polling places (the certified lists) and by recording electors issued with postal votes and declaration votes on a database.

Following the detailed examination of certified lists used at polling places, declaration vote envelopes and postal vote envelopes, and after culling cases of apparent polling official error, the Commission concluded that 45 names had been marked twice off certified lists without any adequate explanation. Twelve of these names were for Brindabella electors, 10 for Ginninderra electors and 23 for Molonglo electors. Letters were sent to all those people seeking further information.

Responses to the letters indicated that in 2 cases, unenrolled persons had voted in the same names as enrolled electors who were closely related to them or who had the same or similar name (for example, a father and son with the same name living at the same address). In both cases the unenrolled person had enrolled in time for the Federal election. As these cases appeared to be genuine misunderstandings, no further action was taken.

In another case an elderly person voted twice, once at a pre-poll centre and once at a polling place on polling day having forgotten that he had voted before polling day.

Another elector, who mailed a postal vote on the Thursday evening before polling day but was worried the Commission would not receive it on time, rang the Commission's enquiry service. The call centre operator misunderstood the nature of the caller's enquiry, and thought the elector was inquiring about casting a postal vote. The operator told her it was too late to postal vote and suggested the woman vote at a pre-poll centre, which she did.

The Commission did not consider these 2 cases warranted prosecution and no further action was taken.

Another 33 electors who appeared to have voted twice claimed to have voted only once. In the absence of any conclusive evidence indicating that the persons named had committed an offence, no further action was taken.

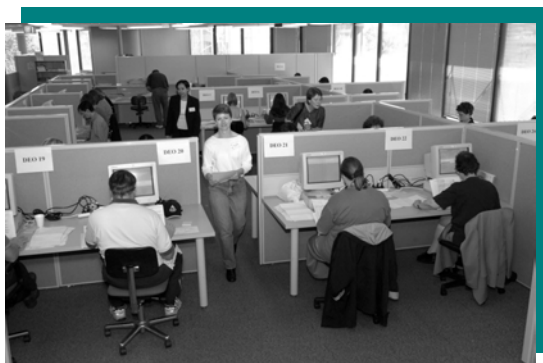
At the time of writing 8 electors had failed to respond. Again, in the absence of any conclusive evidence, no further action was taken.

The Commission does not consider that this level of apparent multiple voting is indicative of any organised attempt to fraudulently influence the result of the election. Given that the number of apparent multiple votes in each electorate was smaller than the tightest margin in each electorate, the Commission also considered that the identified level of apparent multiple voting was not of sufficient size to have the potential of fraudulently altering the outcome.

## Request for a recount of votes in Ginninderra

Following the announcement of the election result on 1 November 2001, Mr Harold Hird, a Liberal Party candidate in the electorate of Ginninderra, sought a recount of the votes in that electorate. Mr Hird was 55 votes behind fellow Liberal Party candidate, Ms Vicki Dunne, at the point at which one of the two candidates had to be excluded.

Mr Hird's request for a recount was rejected by both the Electoral Commissioner and, on appeal by Mr Hird, the full Commission. In considering the request, the Commissioner and the full Commission had regard to the level of accuracy achieved by the electronic data entry of paper ballots and the computer count. The Commission was satisfied that the level of accuracy was so high that a recount in any form could not have improved on the accuracy of the original count, and that there was no probability that the original count had indicated that the wrong candidates had been elected, given the margins between the winning and losing candidates.



Data entry of ballot papers.

Post-election checking of the accuracy of the data-entry process confirmed that the incidence of undetected data-entry error was extremely low. A survey of a random sample of 95 batches of ballot papers found no undetected data entry errors in over 4,600 ballot papers. Using the number of data-entry errors that were detected and corrected during the data-entry process, the Commission estimated that the final data-entry was 99.9986% accurate. This is an undetected error rate of less than 1 in 71,800 ballot papers, or 2.5 ballot papers in the whole of the ACT.

More information on the level of accuracy achieved at the 2001 count is included in the Commission's report: *The 2001 ACT Legislative Assembly election: Electronic Voting and Counting System Review*.

## 2001 election community education campaign

In the lead up to the election the Commission embarked on an extensive communication campaign to ensure electors were informed about the election. The campaign was aimed in particular at increasing voter turnout, reducing informal voting and introducing a voting by computer trial. It also emphasised enrolment, pre-poll voting, the ban on canvassing outside polling places and how to cast a valid vote.

The information campaign communicated several messages to ACT electors. These were:

- informing ACT electors that there would be an election for the ACT Legislative Assembly on 20 October 2001;
- encouraging eligible citizens to enrol for the first time or to update their address details before the roll closed on 21 September 2001;
- explaining the procedures for voting by computer;
- informing electors they would be voting for one of three electorates;
- informing electors of the alternatives to voting on polling day for those unable to get to a polling place on polling day;
- identifying the locations of polling places;
- explaining the requirements for casting a formal vote;
- informing electors that voting is compulsory; and

- informing electors about the ban on how-to-vote cards outside polling places.

## Communications strategy

The Commission engaged an advertising agency, Grey Advertising, to assist in the development and delivery of its communication strategy.

The information campaign comprised advertising on radio and television, advertising in newspapers, direct mail to all households, public relations activities, and special activities aimed at electors from non-English speaking backgrounds and print-handicapped electors.

The campaign commenced on 12 July 2001 with the first media release indicating time was running out for registering new parties before the election. Over the following three months the Commission worked to increase awareness of the coming election by briefing journalists and political participants, and by generating news stories in the media.

On 2 September 2001 advertising began on radio and television and in newspapers. This stage of the campaign was primarily aimed at informing voters of the date of the election and encouraging eligible citizens to enrol for the first time or to update their address details before the roll closed on 21 September 2001. After the rolls closed, advertising messages concentrated on pre-poll voting, formal voting and polling day voting times and locations.

Two letter box drops took place. The first was a general information pamphlet, in 1/3 A4 format, which was delivered to all households in the pre-close of rolls period. Delivery commenced in the week beginning September 10.

The second was the more comprehensive 16-page B5 *Election Guide* which included a full list of polling places, as well as more detailed descriptions of the voting and counting system, electronic voting, Robson rotation, how to mark the ballot paper, facsimiles of the ballot papers and information about the ban on how-to-vote cards. This was delivered from 8 October.

Direct marketing was also used to communicate with electors in the Gungahlin suburb of Nicholls, the only suburb in Canberra which had changed electorate since the last election. A single page insert reminding these electors of the change was printed and included in the shrink-wrapped package for delivery to that suburb only.

Advertisements were also placed in the youth-oriented music publication, *BMA* magazine and the ANU students' newspaper *Woroni*.

The advertising campaign concluded on polling day with a 4-page lift-out election guide in the *Canberra Times*. Media activities continued up until the declaration of the poll, providing details of the election count.

Throughout the information campaign period, an information telephone line was set up to answer electors' enquiries. The information line answered around 11,100 calls in September and October 2001.

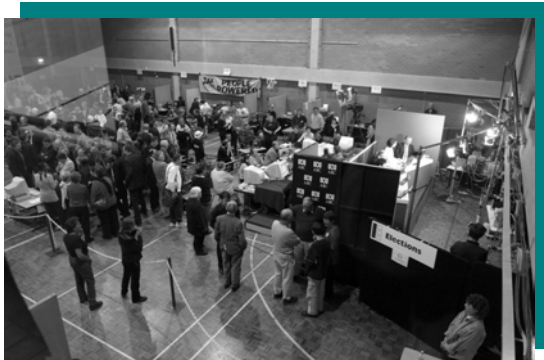
The information campaign also highlighted the Commission's internet site and email address. Over 560 emails were received in September and October 2001.

### Website visits

In the lead-up to and during the election period the Commission made increased use of its website [www.elections.act.gov.au](http://www.elections.act.gov.au) to provide information about the election. Statistics on website "hits" point to a large increase in visits to this site for the election period.

Before the election period began, website hits averaged around 120 per day. After the election period started, the number of hits increased to around 250 per day in September, increasing steadily to around 700 per day in the week before polling day. On election day itself there were 1,559 hits and usage stayed at this high level into the following 2 weeks, as the count progressed.

It is assumed that most of these visits from polling day onwards were to check on the progress of the count in the election. Other major uses of the site were to access information and forms related to enrolment and postal voting. All overseas missions, for example, had been told to access postal vote information and the postal vote application form from the website.



The Tally Room.

### Public relations activities

A wide range of public relations activities was undertaken during the election campaign. These activities succeeded in generating a large amount of positive coverage of the Commission's election messages.

Public relations activities included:

- ❑ Issuing 29 media releases;
- ❑ Radio, television and newspaper interviews conducted by the Electoral Commissioner and the Deputy Electoral Commissioner;
- ❑ Arranging photo opportunities in order to draw attention to the close of rolls, voting by computer and the ban on canvassing within 100 metres of a polling place; and
- ❑ Holding public events, including the declaration of nominations and the draw for positions on the ballot papers, the election night Tally Room, the announcement of the result of the counting, and the official declaration of the poll.

### Market research

To ensure the communications strategy was pitched appropriately, and to measure the effectiveness of the Commission's services, market research was undertaken in the lead up to the election and on polling day. This research was similar to that undertaken for the 1995 and 1998 elections.

Detailed findings of the research are tabulated in the Appendices.

A telephone survey was conducted over 4-10 October 2001 and an exit poll was undertaken at 24 polling places (of which 4 were electronic polling places) to measure electors' electoral knowledge and satisfaction with the election service. Results show that the election advertising campaign and public relations campaign were effective. There was an increase in awareness about the election at each stage of the research. The reduction in informal voting is a further indicator of the success of the communication campaign.

The research also showed that there was a high level of satisfaction with the services provided by the Commission at polling places, with 94% of voters indicating that they considered the Commission's service helpful, efficient and friendly.





The Commission found that its brochure delivered to all ACT households was particularly effective for imparting more complicated messages about the election.

### Activities aimed at people with special needs

Several information activities were aimed at people with special needs, including people from non-English speaking backgrounds and people with sight or hearing impairment.

The Commission once again employed bilingual educators to provide information to their communities. A total of 17 educators from 13 language groups were employed. These educators conducted 90 sessions which were attended by approximately 1,657 people. They also distributed pamphlets and other election information which had been translated into their own language. Several of the educators were also interviewed on various ethnic radio programs. Positive feedback was received from participants in this program.

Two advertisements were placed in the *Chinese News*. These were accompanied by generous dedication of editorial space to key messages, closely following text provided by the Commission.

The Commission's radio advertisements were run on Radio 1RPH (print-handicapped radio). The Commissioner also recorded 2 extensive interviews with 1RPH for broadcast.

Arrangements were made with the Citizens' Advice Bureau to make copies of the *Election Guide* available through their office.

Teachers at the Migrant Resource Centre used copies of both the general information pamphlet and the *Election Guide* in the English as a Second Language classes run at the Centre.

The Canberra Blind Society was contracted to provide the text of the *Election Guide* in audio format to all recipients of their monthly audio-newsletter. Copies of the cassette were also made available to public libraries throughout Canberra.

The Telephone Interpreter Service information panel was printed on all the Commission's publications, encouraging electors with limited facility in English to make use of the service to assist with understanding electoral information.

A register of the language capacity of all polling place staff was maintained and electors were alerted through advertising and printed information to the fact that some polling day staff would be able to assist with translation.

### Election forms and equipment

The design and printing of the ballot papers for the 2001 election was again a complex task for the Commission, with the increased number of versions of the papers to be printed under Robson rotation requiring a change in the way that the papers were printed.

The Commission created an in-house system to design and type-set each version of the ballot papers so as to apply the Robson rotation versions automatically. These were provided to the printers electronically. Tenders were let externally for the printing of the papers. For the first time since the introduction of the Hare-Clark system for Legislative Assembly elections, the ballot papers were printed in Canberra (in 1995 and 1998 they were printed in Melbourne or Sydney).

This process worked well, and ballot papers were printed in time for the start of pre-poll voting on Tuesday 2 October 2001.



Printing ballot papers.

Other election forms were updated from 1998 versions. Design, printing, distribution and storage were undertaken in-house.

Equipment from the 1998 election was stored between elections where this proved to be cost-efficient and was re-used for the 2001 election wherever possible.

An unusual task for the 2001 election was the provision of cardboard voting screens for the computer voting stations. These were provided by Commission staff, who modified standard cardboard voting to take the computer voting screens.



## Staffing

For the 2001 Legislative Assembly election, the ACT Electoral Commission supplemented its small number of permanent staff by employing experienced casual electoral staff in temporary positions to manage various processes.

In employing casual staff, the Commission uses its register of persons suitable for employment as polling officials and election casuals. This register was first used for the 1995 election and has been added to regularly since that time. Where possible, staff who worked in previous ACT elections and were rated suitable were re-employed for the 2001 election. Where vacancies existed, suitably rated staff were promoted and other vacancies were filled from the register.

The Commission revised its terms and conditions for the employment of polling officials and election casuals prior to the election. These staff were employed under the Electoral Act. Payment of polling officials and election casuals was undertaken by Department of Justice and Community Safety personnel officers.

## Election training

The training of all polling officials and casual staff is an important activity undertaken before every Legislative Assembly election.

In 2002, all polling officials, with the exception of scrutiny assistants, received a manual and a home workbook, which was expected to be completed prior to commencing duties.

Senior polling officials attended a face-to-face training session. These were conducted by permanent and temporary staff. The format of the sessions was similar to the 1998 election, with the focus being on practical exercises. The in-house training was rated highly by the participants.

All casual and polling staff who did not attend a face-to-face training session were given a briefing prior to commencing duties.

The following tables list the face-to-face sessions conducted and the cost of election training.

**Table 6 — Training sessions conducted for polling officials and casual staff for the 2001 election.**

Session type	Number of sessions	Number of participants
Bilingual educators	1	17
Mobile polling staff	1	6
Polling place managers	8	129
Polling area managers	1	7
Postal voting staff	1	3
Pre-poll staff	1	4
<b>Total</b>	<b>13</b>	<b>166</b>

**Table 7 — Cost of election training.**

Item	Cost
Printing of manuals and workbooks	\$7 619
Postage of manuals and workbooks	\$1 696
Training allowances for participants	\$24 235
<b>Total</b>	<b>\$33 550</b>

## Key result area 1.2

### Election and referendum services to other agencies

The Commission's program of providing election and referendum services for other agencies continued in 2001/2002.

#### Interstate elections

The Commission provided over-the-counter pre-poll voting, postal vote applications, postal ballot papers and/or enquiry services for six interstate general elections and by-elections in 2001/2002 and the Federal Election.

No additional costs were incurred by the Commission in providing these services.

Issuing votes and handling enquiries for other electoral jurisdictions and staff exchanges at election times provide valuable opportunities for training and benchmarking between jurisdictions.

#### Statutory and fee-for-service elections

##### Health Professions Boards elections

The Commission conducts elections for the Health Professions Boards of the Australian Capital Territory under the *Health Professions Boards (Elections) Act 1980*. These elections are conducted as postal ballots every three years.

The Commissioner is appointed as the Returning Officer and calls for nominations, processes nominations as they are received, prepares and sends ballot material to eligible practitioners, and conducts the count. The relevant Boards reimburse the Commission for any expenses incurred in conducting these elections.

##### Fee-for-service electoral services

The Commission conducts elections and provides other electoral services for other organisations under its power to provide services for determined fees.

In 2001/2002 the Commission provided election services to the Australian National University, the Southern Cross Club, the National Association of Road Freight Operators (NatRoad) and the National Press Club.

In addition, 4 enterprise bargaining ballots were conducted.

Income generated by the provision of fee-for-service electoral services contributed to the Commission achieving a saving under its allocated budget during the year.

Refer to *Details of 2001/2002 expenditure and revenue* from page 30 for financial details of these elections.

#### Enterprise bargaining ballots

The Commission provided assistance to various ACT and outside agencies for their enterprise bargaining ballots in 2001/2002.

Assistance consisted of preparation and printing of ballot papers, a combination of postal and attendance voting, and conduct of the count.

#### Australian National University elections

The Commission assisted with the ANU Union annual elections and the ANU Students' Association (ANUSA) annual elections in 2001.

Nominations for the Union elections closed on 31 July, polling was conducted from 20 to 23 August, and the result was provided on 23 August.

For the ANUSA, nominations closed on 13 August, polling was from 3 to 6 September, and final results were determined on 10 September.

For these elections, the Commission provided assistance with receipt and checking of nominations, preparation and printing of ballot papers, operation of polling places at the ANU and the conduct of the count.

The Commission also conducted one election for the ANU Council during 2001/2002. For this election, the Commission provided assistance with checking nominations, preparing candidates' statements, printing and preparation of postal voting material, receipt of votes and conduct of the count.

#### Other elections

The Commission also assisted with the conduct of elections for the NatRoad Board, the Southern Cross Club, and the National Press Club.

The Commission's only responsibility for the Southern Cross Club and National Press Club elections was counting of votes and the

NatRoad Board election was draw for positions and counting of votes.

**Table 8 — Interstate elections**

Election	Polling day	Assistance provided	Votes
Northern Territory Legislative Council	18/08/01	pre-poll voting	30
New South Wales by election - Auburn	08/09/01	pre-poll voting	1
Western Australia by election - Merriden	24/11/01	postal and pre-poll voting	0
New South Wales by election - Tamworth	08/12/01	pre-poll voting	1
South Australia state election	09/02/02	pre-poll voting	117
New South Wales by election - Hornsby	23/02/02	postal vote applications and pre-poll voting	1
<b>Total</b>			<b>150</b>

**Table 9 — Health Professions Boards elections**

Election	Vacancies	Candidates	Nominations closed	Polls closed	Result provided	Votes
Chiropractors and Osteopaths	2	1	06/02/02		06/02/02	no election
Pharmacy	3	6	05/04/02	24/05/02	27/05/02	143
<b>Total</b>	<b>5</b>	<b>7</b>				<b>143</b>

**Table 10 — Enterprise bargaining ballots**

Agency	Polls closed	Result provided	Votes
Koomarri Association	25/11/01	26/11/01	127
Canberra Hospital Nurses	31/01/02	01/02/02	1 085
ACT Education Department Principals	10/05/02	10/05/02	101
ACT Workcover	16/07/02	16/07/02	43
<b>Total</b>			<b>1 356</b>

**Table 11 — ANU Union annual elections, August 2001**

Election	Vacancies	Candidates	Votes
Election of three ANU Union directors (full two year term)	3	12	716
Election of one ANU Union director postgraduate or staff	1	2	713
<b>Total</b>	<b>4</b>	<b>14</b>	<b>1 429</b>



**Table 12 — ANU Students' Association annual elections, September 2001.**

Election	Vacancies	Candidates	Votes
President	1	7	1 155
Education Officer	1	6	1 153
General Secretary	1	6	1 155
Social Officer	1	4	1 150
Treasurer	1	5	1 153
General Representatives	13	44	1 064
The Environment Departmental Officer	1	2	1 150
The Women's Departmental Officer	1	4	519
Delegates to the Meetings of National Conference of the National Union of Students Inc.	4	18	1 156
<b>Faculty Representatives:</b>			
Faculty of Arts	2	4	408
Faculty of Asian Studies	2	4	113
Faculty of Economics and Commerce	2	7	360
Faculty of Engineering and Information Technology	2	3	134
Faculty of Law	2	5	300
Faculty of Science	2	5	216
<b>Total</b>	<b>36</b>	<b>124</b>	<b>11 186</b>

**Table 13 — Other ANU elections**

Election	Vacancies	Candidates	Nominations closed	Polls closed	Result provided	Votes
ANU Council – General Staff	1	6	15/03/02	6/05/02	7/05/02	791
<b>Total</b>	<b>1</b>	<b>6</b>				<b>791</b>

**Table 14 — Other elections**

Election	Vacancies	Candidates	Polls closed	Result provided	Votes
NatRoad Board	11	12	11/09/01	12/09/01	129
National Press Club	4	8	17/09/01	18/09/01	189
<b>Total</b>	<b>15</b>	<b>20</b>			<b>318</b>

## Goal two – To provide high quality information, education, advice and services related to the electoral process

### Key result area 2.1

### Electoral information and advice

#### Information service

The Commission provides an ongoing information service to the general public through:

- ❑ Providing information in person over the counter or by telephone;
- ❑ Publishing a range of information booklets and pamphlets;
- ❑ Answering written correspondence; and
- ❑ Maintaining a comprehensive internet site.

#### Internet

The Commission's internet site address is [www.elections.act.gov.au](http://www.elections.act.gov.au). This site continued to be maintained and updated in 2001/2002.

Information and services provided on the Internet in 2001/2002 included:

- ❑ General information about the Commission;
- ❑ Information regarding the 2001 election, including the progress of the introduction of electronic voting;
- ❑ Results of the 2001 election including election results on election night;
- ❑ Details of past ACT Legislative Assembly elections and referendums;
- ❑ Information regarding electoral boundaries, including redistributions;
- ❑ The party register, including details on the registration of political parties;
- ❑ Information on the funding and disclosure scheme, including downloadable copies of returns;
- ❑ A downloadable change of address and electoral enrolment form, and other enrolment information;
- ❑ Printable copies of the Commission's publications; and
- ❑ Links to electoral legislation and other electoral bodies and ACT agencies.

#### Publications

The following items were published in 2001/2002:

- ❑ *ACT Electoral Commission Annual Report 2000/2001* (September 2001);
- ❑ Funding and disclosure information booklets and related forms;
- ❑ Election specific information booklets and related forms;
- ❑ *Election Guide Shaping Canberra's Future* pamphlet and booklet for distribution to Canberra households before the election;
- ❑ *Election Guide Shaping Canberra's Future* booklet of general information;
- ❑ *Election Statistics ACT Legislative Assembly election 20 October 2001* (December 2001);
- ❑ Submission to the Standing Committee on Legal Affairs: Inquiry into the appropriateness of the size of the Legislative Assembly for the ACT and options for changing the number of members, electorates and any other related matter (April 2002);
- ❑ *The 2001 ACT Legislative Assembly Election: Electronic Voting and Counting System Review* (June 2002); and
- ❑ Electronic voting data from the ACT election on CD-ROM.

In addition, the following are available from the Commission:

- ❑ Two workbooks entitled *What is the ACT Legislative Assembly?* for primary and secondary school students visiting the Legislative Assembly (November 1999);
- ❑ *ACT Electoral Commission Annual Reports* since 1992/1993;
- ❑ *Election Statistics* for the 1992, 1995 and 1998 elections;

- ❑ *The 1998 ACT Legislative Assembly Election: Review of the Electoral Act 1992* (November 1998);
- ❑ Commitment to Service Statement;
- ❑ Information brochures on the ACT electoral system;
- ❑ Maps of ACT electorates;
- ❑ Various electoral enrolment and voting forms;
- ❑ Information *Fact Sheets* for schools;
- ❑ *Candidates Information* booklets and related forms;
- ❑ *Scrutineers Information* booklets and related forms; and
- ❑ Redistribution reports, public submissions and statistics for the 1992, 1996 and 2000 redistributions.

## Advice

The Commission continued to provide advice to the Attorney-General, Assembly Committees, and other MLAs during the year. Examples of advice provided during the year include:

- ❑ Advising the Government on legislation to amend the Electoral Act;
- ❑ Advising the Government on proposals to change the enrolment scheme under the *Commonwealth Electoral Act 1918*;
- ❑ Appearing before the Select Committee on Estimates;
- ❑ Provision of written and oral submissions to the Standing Committee on Legal Affairs regarding its inquiry into the size of the Legislative Assembly; and
- ❑ Advising the Government on issues raised by the Standing Committee on Legal Affairs inquiry into the size of the Legislative Assembly.

## Key result area 2.2

### Electoral enrolment

### Joint roll arrangement

Under the ACT/Commonwealth Joint Roll Arrangement the AEC maintains a joint electoral roll for Commonwealth and ACT purposes. The ACT Electoral Commissioner and the Commonwealth's Australian Electoral Officer for New South Wales constitute a Joint Management Committee, which oversees the operation of the Joint Roll Arrangement.

The ACT Electoral Commission pays the AEC a yearly fee for maintaining the joint roll. This fee is adjusted yearly for CPI, and renegotiated every 3 years. A fee of \$0.5616 per elector was set for 2001/2002. Joint roll payments for the year totalled \$132,478.

### Electoral Council of Australia

The Electoral Council of Australia (ECA) is a consultative council of Electoral Commissioners and Chief Electoral Officers from the electoral authorities of the Commonwealth, States and Territories.

In 2001/2002 the ECA continued to focus on the implementation of more efficient methods for updating the electoral roll, collectively described as Continuous Roll Update. In particular, the ECA looked at strengthening the fraud control aspects of roll maintenance.

### Continuous Roll Update (CRU)

Continuous Roll Update is the term used to describe a range of methods used to update the electoral roll that was introduced nationally in 1999 to replace the traditional "habitation reviews" where field staff doorknocked all households to gain electoral roll information.

CRU methods are intended to target contact with electors and households where information indicates that an enrolment transaction may be needed. The main CRU strategies employed in 2001/2002 included:

- ❑ Mailing to persons and addresses where data matching with external sources indicated that an enrolment follow-up was required;
- ❑ "Data mining" of the electoral roll to generate mail to households where enrolment may be needed (such as residences with no persons enrolled or residences where too many people appear to be enrolled);
- ❑ Providing enrolment opportunities at life events, such as citizenship ceremonies, students turning 17 or 18, and providing "whole of government" change-of-address forms;



- ❑ Targeted review activities, including reminder mailings and field work (door knocks) to follow up cases where responses have not been received to mailings;
- ❑ Youth enrolment initiatives, such as using databases to target young people by post and approaching schools to collect enrolment forms from students;
- ❑ Verifying the addresses listed on the electoral roll's address register, to accurately record "enrollable" and "non-enrollable" addresses; and
- ❑ Using information received from all the above activities and from "unsolicited" enrolment transactions to review the entire electoral roll and the national list of addresses, so as to identify further cases where targeted review action may be needed, and to verify the accuracy of enrolment records where no change is needed.

The following two sub-sections describe the main CRU activities that impact on the maintenance of the ACT electoral roll.

### National activities

The ACT Electoral Commissioner continues to be a member of the sub-committee of the ECA charged with overseeing the national implementation of CRU.

Australia-wide change of address data provided by Australia Post and Centrelink and State/Territory specific data sources continued to be used in 2001/2002 to generate letters to households where electors may need to update their enrolment.

The Australian Electoral Commission's electoral roll database was also used to generate letters to addresses at which no-one is enrolled to vote and letters to addresses where it appeared too many electors were enrolled.

A structured process of sending reminder letters was also used to follow up non-respondents to the above mailings.

### ACT specific activities

CRU activities undertaken in other States indicate that use of State government databases is a key factor in making CRU a success. As a result, in 2001/2002 the Commission commenced negotiations with a range of agencies with a view to obtaining ACT agency databases.

Under section 67 of the Electoral Act the Commissioner has the power to seek information from Territory agencies and from prescribed entities for purposes related to the maintenance of the electoral rolls. This power was used in 2001/2002 to request information for CRU purposes from ACT agencies.

In August 2001 the Commission obtained data from the ACT Motor Registry, including names and addresses of drivers licence holders and owners of registered vehicles. This data was used by the AEC before the rolls closed for the October election to verify the accuracy of the rolls and to send enrolment letters and forms to persons who appeared not to be correctly enrolled. Over 27,340 letters were sent using this data, with 22,252 responses received – a very high response rate.

Negotiations also commenced in 2001/2002 regarding access to data from other ACT agencies, including the ACT Board of Studies, the Rental Bond Board and ActewAGL.

In July 2001 the AEC undertook some targeted fieldwork in the ACT, in preparation for the close of rolls for the ACT and the Commonwealth elections. This fieldwork targeted those addresses where no reply to previous CRU correspondence had been received in the preceding 12 months. A total of 8,400 addresses were reviewed in the ACT over a 5 week period.

Another activity undertaken before the rolls closed for the ACT election was the processing of all outstanding objections to enrolment by the AEC. This process is used to remove from the rolls the names of electors who have been identified as no longer residing at their enrolled addresses.

After the election, in February 2002, the AEC commenced a review of the address base that underlies the electoral roll, using data obtained from the Land Information Service, Planning and Land Management. This review was intended to ensure that the addresses recorded on the electoral roll were accurate. Accurately recording valid habitable addresses has two major benefits. A correct address base assists with the efficient operation of the electoral roll, ensuring that electors are correctly enrolled for particular electorates. A correct address base also helps to detect cases of apparent enrolment fraud, as it prevents an elector enrolling for a fictional address.

The AEC is expected to complete the review of the address base by the end of 2002, using other data sources and field work where necessary.

In 2001/2002 the Commission continued to administer the “One Form Does It All” project – a single change of address form for a range of ACT Government Agencies. The form allows ACT residents to change their electoral enrolment, motor vehicle registration, drivers licence, rates, dog registration, library card and seniors card address details using the single form.

The “One Form Does It All” project operated throughout the year. A total of 8,261 completed enrolment forms were returned in 2001/2002. This number represented around 15% of all enrolment forms received in the ACT by the AEC. This compares with a total of 10,448 forms received in 2000/2001, which represented 29% of all enrolment forms received that year. The drop in the number of ACT change of address forms returned is probably attributable to the increased amount of CRU mailing of enrolment forms by the AEC.

Throughout the year, the Rental Bond Board continued to provide the change of address form with bond receipts. This has allowed the Commission to provide the form directly to renters. The form also continued to be distributed to households with confirmations of new electricity accounts by ActewAGL.

The Commission has been responsible for the design and printing of the form, collecting completed forms, compiling the data on an in-house database and distributing the data to relevant ACT agencies. The enrolment portion of the form is forwarded to the AEC for processing.

The printing and postage costs for the “One Form Does It All” project were met by the AEC using Joint Roll funds. The other participating ACT agencies covered the cost of casual staff employed to process the ACT data.

With the creation of Canberra Connect in 2000/2001, the Commission considered that it would be more appropriate for Canberra Connect to take on the administration of the change of address form. Accordingly, in 2002 the Commission proposed to Canberra Connect that it assume responsibility for the One Form Does It All project. Negotiations were continuing as at 30 June 2002.

The Commission continued its program aimed at generating enrolment of young people during the reporting year. All ACT schools and colleges with year 11 and 12 students were contacted and asked to collect completed enrolment forms from their 17 and 18 year old students. The AEC agreed to pay the schools \$2.50 plus GST for each completed enrolment form (using Joint Roll funds).

A total of 1,014 enrolment forms were received in the last half of 2001 as a result of the school enrolment initiative.

### **The state of the electoral roll for the 2001 election**

The introduction of the above CRU strategies in the ACT has led to a significant increase in the number of enrolment transactions being processed in the ACT. This would indicate that the roll is more accurate as a result.



Checking voter's details on the certified list.

For example, over 56,000 ACT enrolment forms were processed by the AEC in 2001/2002. While many of these would have been generated by the close of rolls of both the ACT and the federal elections, this is still an extraordinary number of transactions. With 218,217 electors on the roll on 30 June 2002, this represents an enrolment transaction for 1 in every 4 electors during the year.

On the other hand, the relatively low turnout for the election (90.9%) and responses to the non-voter process would appear to indicate that the ACT roll was inflated by including electors who had moved interstate, but who had not transferred their enrolment out of the ACT.





For example, 1,001 electors responded to non-voter notices by stating that they had left the ACT permanently. Another 3,071 electors were removed from the ACT roll (mostly by interstate transfer) after the close of the rolls for the ACT election but before the first mail-out of non-voter notices in January 2002. A further 3,377 non-voter notices were "returned to sender – not known at this address". It is assumed that a significant proportion of these electors would have left the ACT before the rolls closed for the October election.

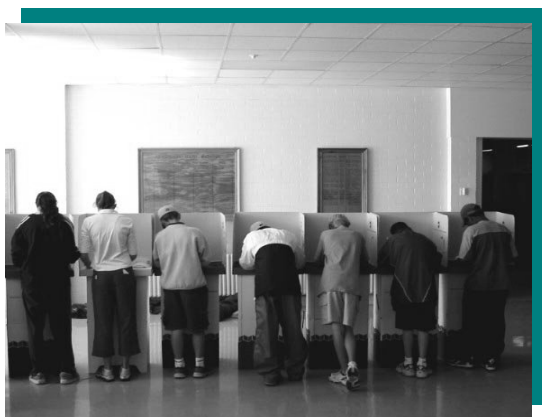
These results indicate that the accuracy of the ACT is in part dependent on the accuracy of the rolls in other States. This highlights the importance of the ACT's participation on the national strategies being developed by the Electoral Council of Australia. The Commission expects that the effectiveness of CRU will continue to improve as more data sources are obtained, both in the ACT and in other jurisdictions.

## Key result area 2.3

### Electoral education

#### Electoral education program

The Commission provides electoral education to school, community, and professional groups. This program is aimed primarily at raising community awareness of the ACT's electoral system and the Legislative Assembly. Sessions include mock elections for school and community groups, conduct of school representative council elections and public service seminars.



Voting at an SRC election.

The Commission's education sessions are often conducted in cooperation with the Legislative Assembly education officer. Participants at these sessions are shown how the Members of the Legislative Assembly are elected and how the Assembly functions.

In addition to conducting face-to-face education sessions, the Commission has developed a range of printed electoral education resources for distribution to schools and community groups. These resources were reviewed and updated where necessary in 2001/2002.

This material, combined with in-service sessions for ACT teachers, is primarily aimed at providing teachers with the ability to conduct electoral education in their own classrooms. This service is part of an Australia-wide move to incorporate electoral education and civics education in regular school curricula.

A range of electoral education material is available from the Commission's internet site.

A campaign to encourage secondary schools to use the Commission's services to elect members to the Student Representative Council continued in 2001/2002 with elections conducted in 7 schools and assistance given to 2 other schools who conducted their own elections using the Hare-Clark system.

The Commission's education program is advertised, in conjunction with the Legislative Assembly, by direct mail-out to school and community groups, in the newsletter of the ACT Office of Multicultural Affairs and by referral from other organisations.

The following table lists electoral education sessions conducted by Commission staff during the 2001/2002 financial year.

**Table 15 — Electoral education provided to organisations during 2001/2002**

Organisation type	Organisation name	Number of participants	Date
Primary Schools	Sacred Heart Primary School	45	07/03/02
	St Francis of Assisi Primary School	85	20/11/01
	Torrens Primary School	60	30/08/01
High Schools	Alfred Deakin High School	245	26/02/02
	Calwell High School	500	10/04/02
	Calwell High School	Supplied ballot material	12/04/02
	Kaleen High School	148	20/02/02
	Lanyon High School	741	08/03/02
	Lyneham High School	649	12/03/02
	MacKillop Catholic College	720	28/11/01
	Melba High School	40	06/03/02
	Melrose High School	478	25/02/02
	Melrose High School	Supplied ballot material	30/04/02
Colleges	Canberra College	350	15/08/01
	Canberra College	187	15/11/01
	Canberra Girls Grammar School	200	24/07/01
	St Clare's College	25	05/09/01
Community Groups	HS Chapman Society	30	02/06/02
	University of the Third Age	6	02/05/02
Professional Groups	ACT Graduate Administrative Assistants	37	19-20/02/02
	East Timor Delegation	6	17/06/02
	Members of Sarawak Parliament	11	27/03/02
<b>Total</b>		<b>4 563</b>	

## Key result area 2.4

### Other electoral statutory requirements

#### Registration of political parties and ballot groups

The Electoral Commissioner keeps the register of political parties and the register of ballot groups for the purposes of ACT Legislative Assembly elections.

At 1 July 2001, there were nine parties on the register of political parties. As a result of amendments to the Electoral Act in June 2001, which required registered parties to have 100 members who were on the ACT electoral roll, a review of all parties on the register was undertaken prior to the 2001 election to ensure that parties continued to be eligible to be registered.



The review resulted in the cancellation of the registration of the Christian Democratic Party (Fred Nile Group) on 30 July 2001, the Shooter's Party (ACT) on 1 August 2001, and the Democratic Socialist Electoral League, the Moore Independents and the Progressive Labour Party on 10 September 2001.

Four new political parties were registered prior to the 2001 election. They were the Nurses Good Government Party (registered 29 August 2001), the Gungahlin Equality Party and the Liberal Democratic Party (registered 31 August 2001) and the Canberra First Party (registered 10 September 2001).

An application to register the Australian Human Rights Party was rejected prior to the commencement of the pre-election period as the Commissioner was not satisfied that the party met the membership requirements.

**Table 16 — Registered political parties as at 30 June 2002**

Party
Australian Democrats
Australian Labor Party, Australian Capital Territory
Canberra First Party
Gungahlin Equality Party
Liberal Democratic Party
Liberal Party of Australia (ACT Division)
Nurses Good Government Party
The ACT Greens

The amendments made to the Electoral Act in June 2001 created the register of ballot groups. An MLA who was not a member of a registered party could apply to the Electoral Commissioner to register a ballot group.

Prior to the 2001 election 3 ballot groups were registered. The Dave Rugendyke, Paul Osborne and Kaine Independent Group ballot groups were registered on 13 August 2001. None of the sponsoring MLAs for these ballot groups retained their seat at the 2001 election. As a result, the registration of all 3 ballot groups was cancelled on 18 December 2001.

## Funding and disclosure scheme

### Election funding

Public funding was made available to parties, ballot groups, non-party groups and independent candidates contesting the 2001 election at a rate of \$1.20854 per first preference vote. To be eligible for public funding, parties, ballot groups, non-party groups and independent candidates had to receive at least 4% of the formal votes cast in the election.

**Table 17 — Election funding payments from the 2001 election**

Party/ballot group	Amount
Australian Democrats	\$18 536.59
Australian Labor Party, Australian Capital Territory	\$96 219.12
Liberal Party of Australia (ACT Division)	\$72 983.73
The ACT Greens	\$20 991.13
Paul Osborne	\$4 698.80
Dave Rugendyke	\$3 777.90
<b>Total</b>	<b>\$217 207.27</b>

### Annual returns

Under the funding and disclosure provisions of the Electoral Act, registered political parties, independent Members of the Legislative Assembly (MLAs), associated entities and persons who donated more than \$1,500 to a party or to an independent MLA were required to lodge an annual return for the 2000/2001 financial year by November 2001.

During the reporting period, 10 annual returns for the 2000/2001 financial year were received from political parties, two were received from independent MLAs, two were received from associated entities and one from a donor.

Checking of these returns indicated substantial compliance with the Electoral Act. These returns were made public on 1 February 2002.

### Election returns

Following an ACT Legislative Assembly election, election returns outlining details of those who bought electoral advertising are required from broadcasters and publishers operating in the ACT. Following the 2001 election these returns were due for lodgement by 17 December 2001. Ten returns from broadcasters and 6 returns from publishers were received.





Election returns outlining donations received and expenditure on electoral matter are required following an ACT election from all candidates and non-party groups. Candidate and non-party group returns were due to be lodged on 4 February 2002. A total of 93 (out of 94) candidate returns was received. All 5 non-party group returns were received. One candidate is yet to lodge an election return, but has as a member of a non-party group, lodged a return in that capacity.

Eight registered political parties and 3 ballot groups were required to lodge a 2001 election return outlining expenditure on electoral matter by 4 February 2002. These returns were received.

Donors to candidates are also required to lodge returns outlining details of their donations. A total of 55 donor returns were lodged.

Other participants in the election were also required to lodge election returns. A total of 11 returns were received.

All returns were checked before they were released to the public on 8 April 2002. The returns were made available both at the Commission's counter and on the Internet.

## Redistributions

The most recent redistribution of electoral boundaries took place in 2000.

One of the requirements imposed on the augmented Commission in making a redistribution is to endeavour to ensure, as far as practicable, that the number of electors in each electorate will be within the range of +/- 5% of the relevant quota at the time of the next election.

The table below shows the actual enrolment figures for the 2001 election were within the range of +/- 1.7% of the quota, a better outcome than the projected variation of within +/- 2.3% estimated during the 2000 redistribution process.

The Electoral Act requires a redistribution of electoral boundaries to commence two years before each scheduled election.

The next redistribution is due to commence as soon as practical after the third Saturday in October 2002.

The Commission notes that the Standing Committee on Legal Affairs has recommended increasing the number of members to be elected to the Legislative Assembly. If such a change is to be implemented before the 2004 election, amendments to the Electoral Act will be needed to facilitate the change. Any such amendments will need to be made before the redistribution process commences.

The Commission notes that the Committee recommended that a decision about increasing the number of members be made before October 2002, so that the Commission could conduct the redistribution accordingly or, if this does not happen, that the Assembly should amend the Electoral Act to delay the commencement of the redistribution process until a decision on the number of members had been made.

**Table 18 — Enrolment totals: variations from quota at the 2001 election.**

Electorate	Estimated enrolment for polling day 2001 used during 2000 redistribution			Actual results for polling day 2001		
	Quota	Estimated enrolment	% above or below quota	Quota	Actual enrolment	% above or below quota
Brindabella	63 791	63 202	-0.92%	64 299	64 020	-0.43%
Ginninderra	63 791	62 384	-2.21%	64 299	63 267	-1.61%
Molonglo	89 307	91 302	+2.23%	90 018	91 328	+1.46%
<b>ACT total</b>		<b>216 888</b>			<b>218 615</b>	



## Goal three – To improve the quality of electoral services by ensuring best possible management practice

### Key result area 3.1

#### Human resource management

##### Continuous improvement

The Commission endeavours to foster an environment of continuous improvement and strives to provide satisfying work and development opportunities.

Permanent staff are encouraged to pursue secondments to other electoral authorities, to contribute to international and national electoral projects and to develop new skills through on-the-job training and external training courses. As 2001/2002 was an election year, such opportunities were limited.

The Commission also uses industrial democracy as a tool for enhancing the quality of working life and the delivery of electoral services. As the Commission is a small organisation, all staff meet in regular forums to participate in decision making. These include regular staff meetings and corporate and strategic planning workshops.

After the 2001 election, Commission staff held several post-election evaluation and planning sessions. These resulted in plans for changes to be implemented at the 2004 election, in revised work plans for all staff, and in a revised staffing structure.

For further information on human resource management in the Commission, see Part C of this report.

##### Enterprise bargaining

The Justice and Community Safety Officers Certified Agreement 1999-2002, to which the Electoral Commissioner is a signatory, was certified in the Industrial Relations Commission on 10 July 2000. Negotiations for the next enterprise bargain were begun in the reporting period.

### Key result area 3.2

#### Financial management

The Commission continued to improve its internal finance procedures by revising and updating its procedures and practices.

Commission staff also provided input into changes to the Department of Justice and Community Safety's finance systems and procedures during the financial year.

Refer to *Part B — Financial and performance reporting* from page 29 for more information on the Commission's finances.



Polling place manager briefing staff.

## Key result area 3.3

## Records management

The Commission creates and maintains its registry files through the ACT registry system. All active files are stored within the Commission's office. An in-house database records the names and details of all files held by the Commission.

The Commission's electronic records are stored on a centralised server maintained by InTACT, the ACT Government information technology management agency. InTACT is responsible for backing up Commission data.

The Commission also maintains an in-house database to record details of correspondence received. This assists the Commission to comply with its in-house standard of replying to all correspondence within 4 weeks.

In 2001/2002, all correspondence recorded as having been received was replied to within 4 weeks.

## Key result area 3.4

## Information technology (IT) management

### IT resourcing

The Commission continues to be represented on the Justice and Community Safety portfolio IT Steering Committee.

InTACT continued to provide IT resources to the Commission. In addition to providing standard IT equipment for the Commission's office, InTACT assisted the Commission with the electronic voting and vote counting project during the year and with the provision of other IT equipment for the 2001 election.

### IT applications

The year in review saw further use being made of IT to streamline Commission processes. Commission staff create and maintain databases and other IT applications in-house. This results in significant savings, both in IT maintenance costs and in time and costs in performing essential functions.

Use of these systems during the 2001 election assisted in providing client-focused cost-efficient services.

### Internet

The Commission continued to maintain and update its Internet site during 2001/2002, with all work being completed in-house. The site address is [www.elections.act.gov.au](http://www.elections.act.gov.au)

For more detail on the Commission's Internet site see *Information service* on page 18.



Entering voting figures into the election night system at the Tally Room.



Starting to count.



Voting in Antarctica.

Ballot papers after  
being data-entered.



Preparing material for polling places.

## Part B — Financial and performance reporting



The Commission is included in the Department of Justice and Community Safety portfolio for budgetary purposes. In the departmental structure for 2001/2002, the Commission is included in Output Class 2.7 Electoral Services.

The Commission has been audited for the purposes of the *Audit Act 1989* as part of the Department of Justice and Community Safety portfolio.

The financial transactions for the Commission for 2001/2002 are formally reported in the consolidated financial statements included in the Department of Justice and Community Safety's Annual Report.

The following financial statement, which relates only to electoral services and includes costs incurred by the Department of Justice and Community Safety on electoral services, is presented for information.

**Table 19 —2001/2002 Operating Statement: Output 2.7 — Electoral Services**

	Budget (\$ '000)	Variation <sup>1</sup> (\$ '000)	Outcome (\$ '000)
<b>Revenue</b>			
Government payment for outputs	2 331	2 311	2 310
User charges	25	28	61
Resources received free of charge	0	0	0
Interest	11	2	0
Other	0	0	53
<b>Total revenue</b>	<b>2 367</b>	<b>2 341</b>	<b>2 424</b>
<b>Expenditure <sup>2</sup></b>			
Employee expenses	810	815	915
Superannuation	142	117	114
Administrative expenses	1 652	1 441	1 364
Depreciation and amortisation	7	7	5
Interest	0	0	0
Other expenses	0	210	217
<b>Total expenditure</b>	<b>2 611</b>	<b>2 590</b>	<b>2 615</b>
<b>Operating result</b>	<b>-244</b>	<b>-249</b>	<b>-191</b>

Note 1: The variation column represents an adjustment from the 2001/2002 budget papers to reflect a change in the method of allocating departmental costs.

Note 2: This table includes costs incurred by the Department of Justice and Community Safety on electoral services. These costs include Ministerial, corporate, finance and information technology services.

## Details of 2001/2002 expenditure and revenue

The following two tables show a more detailed breakdown of expenditure and revenue for 2001/2002. They show expenditure and revenue incurred on an accrual basis by the ACT Electoral Commission only. They do not include expenditure incurred on electoral services by the Department of Justice and Community Safety.

The Commission's expenditure was within budget in 2001/2002.

In both of the following tables, the revenue column includes reimbursement of expenses as well as independent revenue received for provision of services.

The first table shows expenditure and revenue for each of the Commission's goals and key result areas. The second table details total expenditure and revenue for individual items.

**Table 20 — Statement of expenditure and revenue by goals and key result areas for 2001/2002**

Goals and key result areas	expenditure(\$) <sup>1</sup>	revenue(\$)	outcome(\$)
<b>Goal one – Elections and referendums</b>			
KRA 1.1 - Elections for the ACT Legislative Assembly	1 551 904	176	1 551 728
KRA 1.2 - Election and referendum services to other agencies	16 658	20 019	-3 361
<b>Goal two – Information, education, advice and services</b>			
KRA 2.1 - Electoral information and advice	See note		
KRA 2.2 - Electoral enrolment	162 737	38 827	123 910
KRA 2.3 - Electoral education	156		156
KRA 2.4 - Other electoral statutory requirements	226 622	22	226 600
<b>Goal three – Management</b>	573 050	170	572 880
KRA 3.1 - Human resource management	See note		
KRA 3.2 - Financial management	See note		
KRA 3.3 - Records management	See note		
KRA 3.4 - Information technology management	See note		
<b>Total</b>	<b>2 531 127</b>	<b>59 214</b>	<b>2 471 913</b>
<b>Budget</b>	<b>2 514 000</b>	<b>25 000</b>	<b>2 489 000</b>
<b>Budget minus actual</b>	<b>-17 127</b>	<b>-34 214</b>	<b>17 087</b>

Note 1: Staff costs and overheads for the various KRAs are included under goal three.

**Table 21 — Detailed statement of expenditure and revenue for 2001/2002**

<b>Administration expenditure and revenue</b>	<b>expenditure (\$)</b>	<b>revenue (\$)</b>	<b>outcome (\$)</b>
Accommodation (including car parking)	130 867		130 867
Advertising	115 938		115 938
Computers – leasing, repairs, maintenance, e-voting software development, other costs	356 544		356 544
Consultants and contractors	140 541		140 541
Depreciation	4 482		4 482
Joint roll costs	121 767		121 767
Miscellaneous – administration	237 316	3 080	234 236
Office machines/furniture – purchase, repair, maintenance	1 567		1 567
Postage and freight	111 760	20 426	91 334
Printing	234 724	12 091	222 633
Storage	9 720		9 720
Supplies and stationery – general, include election cardboard equipment	27 362		27 362
Telephones	25 302		25 302
Training	2 496		2 496
Travel	3 369		3 369
Vehicle hire	24 813		24 813
<b>Total administration expenditure and revenue</b>	<b>1 548 568</b>	<b>35 597</b>	<b>1 512 971</b>
<b>Employee expenditure and revenue</b>			
Commissioner members – part time	32 348		32 348
Fringe benefits tax	4 906		4 906
Leave entitlements	-25 454		-25 454
Salaries	862 955	23 385	839 570
Superannuation – productivity	44 916		44 916
Superannuation – liability	62 888	232	62 656
<b>Total employee expenditure and revenue</b>	<b>982 559</b>	<b>23 617</b>	<b>958 942</b>
<b>Total expenditure and revenue</b>	<b>2 531 127</b>	<b>59 214</b>	<b>2 471 913</b>
<b>Budget</b>	<b>2 514 000</b>	<b>25 000</b>	<b>2 489 000</b>
<b>Budget minus actual</b>	<b>-17 127</b>	<b>-34 214</b>	<b>17 087</b>



## Reporting outcomes against performance indicators set out in 2001/2002 budget papers

This section reports on the Commission's performance in 2001/2002 in terms of the following performance indicators set out in the 2001/2002 budget papers.

**Table 22 — 2001/2002 Reporting outcomes against performance indicators: Output 2.7 — Electoral Services**

Output 2.7: Electoral Services			Price (\$'000): 2 310		
<b>Description:</b> The provision of services by the Electoral Commission to enable the conduct of elections and referendums, and the maintenance of the electoral roll and related programs.					
Measures		Original Target	Amended Target	Result	Variation
Quantity					
Number of people on electoral roll.		218 000	218 000	218 217 <sup>1</sup>	0.1%
Number of elections/referendums conducted or assisted with.		15	15	20 <sup>2</sup>	33.3%
Quality					
Compliance with standards.		100%	100%	100% <sup>3</sup>	0%
Percent of clients satisfied with electoral services.		95%	95%	96.3% <sup>4</sup>	1.3%
Timeliness					
Compliance with standards and statutory requirements.		100%	100%	100% <sup>5</sup>	0%
Election results finalised within standards.		100%	100%	100% <sup>6</sup>	0%
Cost					
Average cost per elector for electoral services.		\$11.98	\$11.88	\$11.98 <sup>7</sup>	0.8%
Total Cost: (\$'000)		\$2 611	\$2 590	\$2 615 <sup>8</sup>	1.0%



## Notes on 2001/2002 results:

1. This is the ACT enrolment figure as at 30 June 2002.
2. Result is client driven. Target is an estimate only. The demand for services in 2001/2002 was greater than expected.
3. The Commission's quality standards are:
  - ☐ absence of adverse findings that reflect on the performance of the Commission as a result of legal action (met if none, not met if one or more);
  - ☐ voter turnout at ACT Legislative Assembly general elections is 90% or more; and
  - ☐ unintentional informal voting at ACT Legislative Assembly general elections is 5% or less.

All three of these standards were met in 2001/2002.

4. The Commission provided services to 215,585 clients in 2001/2002. From formal feedback mechanisms and market research the Commission estimated that 3.67% of clients indicated a lack of satisfaction with the service provided.
5. The Commission's timeliness standards are:
  - ☐ all correspondence shall be responded to within 4 weeks; and
  - ☐ all statutory deadlines will be met.

These were both met. Refer to *Key result area 3.3 Records management* on page 27 and *Key result area 2.4 Other electoral statutory requirements* on page 23.

6. The Commission's standards for providing election results are as follows:

- ☐ for general elections and referendums for the ACT Legislative Assembly (where a recount is not needed): 3 weeks from polling day;
- ☐ for general elections and referendums for the ACT Legislative Assembly (where a recount is needed): 4 weeks from polling day;
- ☐ for a count back to fill a casual vacancy in the Legislative Assembly: 3 weeks from the date applications to contest the vacancy close; and
- ☐ for other elections and referendums where the ACT Electoral Commission is responsible for providing election results: one week from the close of the poll.

The third standard did not apply in the reporting financial year, the first, second and fourth standards were met in all cases in 2001/2002. Refer to *Key result area 1.1 Elections for the ACT Legislative Assembly* from page 5 and *Key result area 1.2 Election and referendum services to other agencies* from page 15.

7. Result is calculated as the total cost divided by the number of people on the electoral roll (\$2,614,963 divided by 218,217 electors). When taking independent revenue into consideration the actual cost per elector for electoral services was \$11.71 (expenditure of \$2,780,250 minus \$59,214 in independent revenue divided by 218,217 electors).
8. This figure represents only the expenditure for electoral services; it does not take into account revenue received.



Counting votes.



Sorting material after  
polling day.



Operation of a polling place.



Marking the certified list.

## Part C — Whole of Government issues



### Key issues

#### Customer focused public service

The Commission is a participant in the ACT Government's customer commitment program. The Commission's Commitment To Service Statement is available at the Commission's counter and on the Internet. The Commission's corporate plan 2002-2005 takes into account customer requirements.

The Commission's standards and procedures are regularly reviewed to consider any issues arising from elections run by the Commission. During the 2001 election, the Commission implemented changes that arose from amendments to the Electoral Act, including measures intended to improve customer service. For example, at the October 2001 election polling facilities were provided immediately outside a polling place to electors who were unable to enter the polling place because of a physical disability, illness, advanced pregnancy or other condition.

The electronic voting system, implemented at the 2001 election, had several customer-focused features. It was designed to ensure that ballots could not be incorrectly numbered, and included on-screen instructions in a variety of languages. The electronic voting system also provided facilities for sight impaired voters to vote independently through the use of audio and a large-sized computer screen.

An exit poll was conducted in conjunction with the 2001 ACT election and results indicate a very high level of satisfaction with the Commission's services to electors. See Appendix 1 for details.

The "One Form Does It All" project continued to gain acceptance as a customer focused initiative in 2001/2002. The form allows ACT residents to change their electoral enrolment, motor vehicle registration, drivers licence, rates, dog registration, library card and seniors card address details using the single form.

Electoral education continued throughout the year. Customer feedback on the electoral education program has indicated that customers are very satisfied with program delivery, resources and content. There was an increase in contact with students through a positive campaign to encourage high schools to elect representatives onto their Student Representative Councils using the Hare-Clark system of voting.

#### Complaints

The Commission has a complaints strategy in place. The contact officer for complaints is the Deputy Electoral Commissioner.

In 2001/2002 the Commission received 24 formal complaints related to its provision of services. These included 3 written complaints, 12 telephone complaints and 9 complaints via email. Several of these complaints related to delays in posting election results on the Commission's website. Other complaints were made regarding the issuing of postal votes.

Some complaints were related to procedures used by the Commission which are required by law. For example, 3 complaints were made about information contained in the election booklet delivered to all households regarding the marking of preferences on ballot papers. In these cases, the information provided by the Commission was in accordance with the Electoral Act.

Issues raised in all the complaints have been recorded and will be considered in planning for the 2004 election.

#### Multicultural framework

The Commission used a range of strategies to provide services to Australians from culturally and linguistically diverse backgrounds. For details, see *Activities aimed at people with special needs* on page 13.

### Fraud prevention

- The Commission continued to employ the following fraud prevention strategies in 2000/2001:
- Continued adherence to fraud prevention procedures in office administration;
  - Inclusion of fraud prevention procedures in the Commission's operational plans;
  - Continuation of a code of conduct relating to the use of information technology, particularly as it relates to electoral roll information;
  - Continuation of the use of standard procedures for viewing proof of identity documents when witnessing applications for enrolment; and
  - Close attention to the secure storage of ballot material for all elections.



Displaying an empty ballot box prior to commencement of polling.

In addition, with the introduction of computer voting and vote counting the Commission ensured that fraud issues were considered in the building of the software and the procedures and processes surrounding electronic voting and vote counting. The software for the project was independently audited to ensure that votes were counted correctly.

The Commission also continues to work closely with the AEC to monitor the accuracy of the electoral roll.

There were no reports or allegations of fraud or corruption received in 2000/2001.

### Equity and diversity

The Commission is an Equal Employment Opportunity (EEO)/equity and diversity employer and recognises the necessity of discouraging all forms of discrimination and ensuring the effective use of the abilities and skills of staff from diverse backgrounds.

The Commission has adopted the Department of Justice and Community Safety's EEO/equity and diversity policy.

During the election, a total of 870 staff were employed as casuals or polling officials, or both.

The following tables provide statistical information for staff of the Commission as at 30 June 2002, and EEO details of election casual staff.

Table 23 — Electoral Commission staff by EEO groups

Classification	Female	Male	Culturally and linguistically diverse background
Commission Chairperson		1	
Electoral Commissioner		1	
Commission Member	1		
Senior Officer Grade B	1		
Senior Officer Grade C		1	
Administrative Service Officer Class 6	1		1
Administrative Service Officer Class 5	1		
Administrative Service Officer Class 4	1		
Electoral Casual	2	1	
<b>Total</b>	<b>7</b>	<b>4</b>	<b>1</b>

Note: There were no staff in either the disabled or Aboriginal & Torres Strait Islander categories.

**Table 24 — Casual staff by EEO groups**

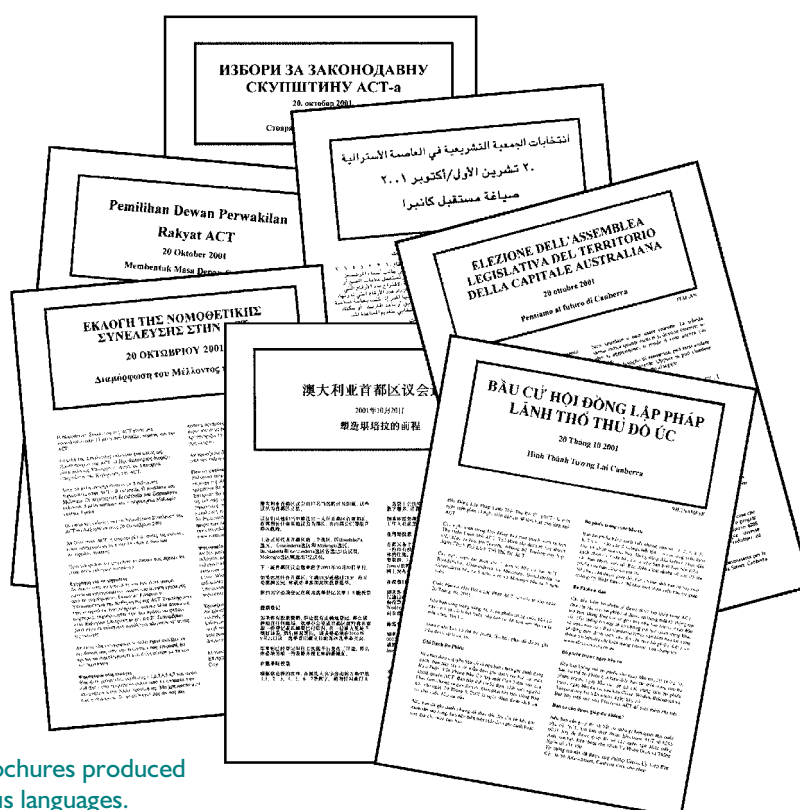
EEO Category	yes	no	not stated	total
Aboriginal & Torres Strait Islander	2	819	49	870
Disabled	6	809	55	870
Non English Speaking Background	120	691	59	870
	female	male	not stated	total
Gender	436	380	54	870

## Access and equity program for the 2001 election

The Commission implemented an access and equity program for the 2001 Legislative Assembly election. The following strategies were adopted for the election:

- ❑ Computer voting facilities which provided voting instructions in 12 languages and allowed blind or sight impaired electors to vote independently;
- ❑ Continuation of the electoral education program, particularly focusing on young people and community groups;
- ❑ Provision of electoral information material in a range of community languages, which were disseminated to the migrant community through bilingual educators, printed materials, ethnic radio and ethnic organisations;
- ❑ All advertisements on television were captioned for the hearing impaired;
- ❑ Employment of 62 polling staff with multilingual skills;
- ❑ Provision of electoral information in English on audio tape and on print-handicapped radio;
- ❑ Provision of services to people with disabilities such as specific information in newspapers and brochures delivered to all households on disabled access and help at polling places;
- ❑ Providing full disabled access at 45 out of 81 polling places used on polling day and at all pre-poll voting centres; and
- ❑ Facilitating alternative forms of voting for those who have difficulty in reaching a polling place.

Sample of brochures produced in various languages.



## Resource and ownership agreement reporting

### Ownership agreement

Electoral services are included in the Justice and Community Safety Ownership Agreement 2001-2002. Reporting under that Agreement is the responsibility of the Department of Justice and Community Safety.

### Certified agreements

The Justice and Community Safety Officers Certified Agreement 1999-2002, to which the Electoral Commissioner is a signatory, was certified in the Industrial Relations Commission on 10 July 2000. Negotiations for the next enterprise bargain were begun in the reporting period.

### Staffing profile

The Commission operated in 2001/2002 with a permanent staff of 5, including the Electoral Commissioner. The Commission's Chairperson and Member are part-time statutory office holders.

Building on the staff review and restructure carried out in 2000/2001, Commission staff undertook a further review of the Commission's staffing arrangements after the 2001 election. A decision was taken to convert the current Administration and Finance Officer (ASO4) position from a temporary to a permanent officer. Recruitment action to fill this position on a permanent basis was underway as at 30 June 2002.

The Commission's permanent staff are supplemented during election and other periods by additional staff employed under the Public Sector Management Act and the Electoral Act. During the election, a total of 870 staff were employed under the Electoral Act as casuals or polling officials, or both.

No Commission staff are employed under an Australian Workplace Agreement (AWA).

For the pay period ending 20 June 2002, the Commission had the following staff members:

**Table 25 — Staff of the ACT Electoral Commission**

Title	Classification	Female	Male	Category	Employment authority
Commission Chairperson	Part Time Statutory Office Holder		1	5 year appointment	Electoral Act
Electoral Commissioner	Full Time Statutory Office Holder		1	5 year appointment	Electoral Act
Commission Member	Part Time Statutory Office Holder	1		5 year appointment	Electoral Act
Deputy Electoral Commissioner	Senior Officer Grade B	1		permanent (part time)	Public Sector Management Act
Election Applications Manager	Senior Officer Grade C		1	permanent	Public Sector Management Act
Project and Policy Officer	Administrative Service Officer Class 6	1		permanent	Public Sector Management Act
Education and Information Officer	Administrative Service Officer Class 5	1		permanent	Public Sector Management Act
Administration and Finance Officer	Administrative Service Officer Class 4	1		temporary (part time)	Public Sector Management Act
Electoral Casual	Electoral Casual	2	1	casual	Electoral Act
<b>Totals</b>		<b>7</b>	<b>4</b>		





## Training and staff development

During 2001/2002, all permanent staff of the Commission received training and/or gained other experience by attending various courses and seminars, and by observing other elections and gaining experience from other agencies.

Main areas of training were:

- ☐ Contracts management;
- ☐ Parliamentary and electoral development;
- ☐ Information technology; and
- ☐ Personnel leave system.

The Commission's staff Performance Management Plans were not updated during the reporting year. Plans from previous years were carried over. Training undertaken was consistent with the needs identified by those plans. Staff development and performance is managed by weekly staff meetings where development priorities are identified.

Three key training priorities are accounting skills, IT skills and occupational Health and Safety related. These priority areas are addressed through training courses, hands-on experience, and projects within the Commission.

Details of training activities for 2001/2002 are outlined in the following table.

**Table 26 — Training courses and other development activities attended by staff of the Electoral Commission in 2001/2002**

Staff member	Date	Course/seminar name	Cost
Electoral Commissioner	25/3/02	International Elections Seminar	\$0
	21/6/02	Information visit to Electoral Education Centre	\$0
Senior Officer Grade B	28-29/5/02	Microsoft Project	\$693
	11/6/02	Information session on Legislation Register	\$0
	12/6/02	Women in Parliament	\$0
	14/6/02	Smart Reading Skills	\$390
	21/6/02	Information visit to Electoral Education Centre	\$0
Senior Officer Grade C	25/3/02	International Elections Seminar	\$0
Administrative Service Officer Class 6	25/3/02	International Elections Seminar	\$0
	12/3/02	Peremote32 – Perspect training	\$0
	29/5/02	Annual Report Information session	\$0
	12/6/02	Women in Parliament	\$0
	21/6/02	Information visit to Electoral Education Centre	\$0
Administrative Service Officer Class 5	25/3/02	International Elections Seminar	\$0
	4-5/4/02	Procure Goods or Services	\$580
	17/5/02	Student participation active citizenship conference	\$0
	28-29/5/02	Microsoft Project	\$693
	11/6/02	Information session on Legislation Register	\$0
	14/6/02	Smart Reading Skills	\$390
	12/6/02	Women in Parliament	\$0
Administrative Service Officer Class 4	21/6/02	Information visit to Electoral Education Centre	\$0
	12/6/02	Women in Parliament	\$0
<b>Total</b>			<b>\$2 746</b>

### Workers compensation

There were no workers compensation claims during the reporting period. Refer to *Occupational Health and Safety* on page 41 for details.

### Capital works management

The Commission did not undertake any capital works projects in 2001/2002.

### Asset management strategy

The Commission's assets are included in the Department of Justice and Community Safety's management strategy and annual report.

### Consultancy and contractor services

In 2001/2002, the Commission engaged the contractors listed in the following table for services related to the 2001 Legislative Assembly election.

The Commission manages its own contracts. The processes used to select and manage the contractors were consistent with ACT Government Procurement Guidelines and Circulars and the Consultancy Guidelines.

Table 27 — Contractor services

Name of contractor	Description of contract	Cost	Date contract signed
Lane Print Group	Printing of certified lists	\$16 881.08	30/7/01
Australian Electoral Commission	Scanning of certified lists	\$19 200.02	30/7/01
BMM International Pty Ltd	Code Audit for the EVACS Software	\$22 550.00	10/8/01
The Green and Green Group Pty Ltd	Data entry of information contained on ballot papers	\$75 989.30	15/8/01
Imsep Pty Ltd T/A National Capital Printing	Printing of ballot papers	\$89 145.80	16/8/01
Market Attitude Research Services	Market research	\$14 982.00	17/8/01
Software Improvements	Enhancement to Electronic Voting and Vote Counting System – database redesign and scenario analysis	\$17 467.50	3/6/02



Staff wearing gloves and masks while opening and sorting postal votes.

## Statutory requirements

### Occupational Health and Safety

In all of its activities, the Commission gives careful consideration to occupational Health and Safety principles and practices. The Commission has adopted the Department of Justice and Community Safety's OH&S policy.

The Commission has a fire warden and access to a designated qualified first aid officer.

Various OH&S initiatives were implemented during the election:

- ☐ Gloves and masks were purchased for use when opening mail;
- ☐ Postal votes on polling night were opened in a separate room with an officer from the AFP in attendance with training and information provided by the AFP officer;
- ☐ Senior polling staff were given information and training in procedures for identifying and handling suspicious packages or powder;
- ☐ Senior polling staff were given instructions and a checklist to be used to identify OH&S issues when setting up their polling place; and
- ☐ First aid kits were provided to all polling places.

There were no work-related accidents in 2001/2002.

### Commissioner for the Environment

The Commission has not contributed to the *State of the Environment Report* in 2001/2002. Commission activities have not had a significant environmental impact. The Commission has not been the subject of an investigation by the Commissioner for the Environment.

### Public interest disclosure

The *Public Interest Disclosure Act 1994* requires each ACT Government agency to establish and maintain procedures to facilitate the making of public interest disclosures. The Commission has adopted procedures implemented by the Department of Justice and Community Safety.

During 2001/2002, no public interest disclosures related to the Commission were lodged.

### Government Contractual Debts (Interest) Act 1994

The *Government Contractual Debts (Interest) Act 1994* applied to all contracts entered into by the Commission during 2001/2002.

### Freedom of Information Act Section 7 statement

The Chairperson of the Commission is the principal officer of the Commission for the purposes of the FOI Act in relation to functions and powers vested in the Commission.

The Electoral Commissioner is the principal officer of the office of the Electoral Commissioner for the purposes of the FOI Act in relation to functions and powers vested in the Electoral Commissioner.

### Establishment and powers

The ACT Electoral Commission is an independent statutory authority established by the *Electoral Act 1992*.

The Commission and the Electoral Commissioner exercise powers under the *Electoral Act*, the *Referendum (Machinery Provisions) Act 1994* and the *Health Professions Boards (Elections) Act 1980*.

### Arrangements for external participation

There are several avenues available under the *Electoral Act* for external participation in electoral matters. Members of the public are invited to make submissions on proposed changes to electoral boundaries. Members of the public are also invited to lodge objections to applications for registration of political parties and ballot groups. An elector may object to the enrolment of a person on the ground that the person is not entitled to enrolment.

Informal approaches from the community on any electoral matter are welcomed by the Commission.

In 2001, a Reference Group was established to advise the Electoral Commissioner on implementation of the electronic voting and vote counting system, consisting of representatives from political parties, MLAs and special interest groups, including people with disabilities.



## Documents

Extracts from the ACT electoral roll are made available for public inspection (but not purchase) without charge at the office of the Commission.

Lists of registered practitioners eligible to vote in Health Professions Boards elections are made available for public inspection (but not purchase) without charge at the office of the Commission during the relevant election period.

Records related to the issue of declaration votes for ACT Legislative Assembly elections are made available for public inspection (but not purchase) without charge at the office of the Commission during the relevant election period.

The following documents are available for inspection and purchase:

- ☐ The Register of Political Parties;
- ☐ Annual Returns of donations, expenditure and debts submitted by political parties, independent MLAs, associated entities and donors; and
- ☐ Election Returns of donations and expenditure submitted by political parties, candidates, broadcasters and publishers, donors and other political participants.

The documents listed under *Publications* from page 18 are provided free of charge.

Many items are also available on the Commission's Internet site at:  
[www.elections.act.gov.au](http://www.elections.act.gov.au)

## Facilities for access

FOI requests should be directed to the Deputy Electoral Commissioner (see *Contact officer* on page 42).

## Freedom of Information Act Section 79 Statement

The ACT Electoral Commission did not receive any FOI requests in 2001/2002, nor were any FOI matters outstanding at 1 July 2001.

## Ecologically sustainable development: *Environment Protection Act 1997*

The Commission's delivery of service is office based. Commission staff are mindful of waste. The following environment-friendly practices are followed by Commission staff:

- ☐ Power to computers, printers, photocopier and lights is turned off every night;
- ☐ Workplace use of the Commission's vehicle is restricted and fuel consumption recorded;
- ☐ Recyclable consumables are used when available and recycled paper is used for normal office work;
- ☐ Office waste paper is recycled; and
- ☐ Election material is reused or recycled where possible.

## Contact officer

For further information about the ACT Electoral Commission, FOI, or any other matters raised in this Annual Report, please contact:

The Deputy Electoral Commissioner  
ACT Electoral Commission  
Plaza Level  
Allara House  
48-56 Allara Street  
Canberra City ACT 2601

Telephone: (02) 6205 0033

Fax: (02) 6205 0382

or write to:  
PO Box 272, Civic Square ACT 2608

or email:  
[elections@act.gov.au](mailto:elections@act.gov.au)

website:  
[www.elections.act.gov.au](http://www.elections.act.gov.au)

# Appendices



## Market research results

The following tables set out key results of market research conducted on behalf of the Commission by Market Attitude Research Services.

Two surveys were undertaken. The first was a random telephone survey of 500 respondents conducted 2 weeks before polling day. The second survey was a face-to-face exit interview of 500 respondents conducted on election day at 24 polling places, of which 4 were electronic voting places.

The pre-election survey was intended to inform the information campaign strategy, by determining levels of understanding of various issues related to the election. This survey was conducted both before and after delivery of the Commission's information booklet to households. In general, awareness of election issues rose after the delivery of the booklets.

The election day survey was intended to measure the effectiveness of the information campaign and measure levels of satisfaction with the Commission's services.

Results are shown compared to the equivalent results obtained from similar surveys undertaken during the 1998 election. There were some minor variations in the wording of the questions used in 1998 compared to 2001. The questions listed are those asked in 2001. Where no results are shown for 1998, equivalent questions were not asked in the 1998 surveys.

The 1998 telephone survey occurred later in the election cycle than the telephone survey conducted in 2001, with the result that a larger proportion of electors had received a booklet from the Commission at the time of the telephone poll in 1998 when compared with 2001.

## Appendix I — Voter knowledge of names of electorates.

**Q: Can you tell me the name of your electorate?**

	Telephone poll 1998 N = 500 %	Polling day 1998 N = 500 %	Telephone poll 2001 N = 500 %	Polling day 2001 N = 500 %
Brindabella	17	27	15	24
Ginninderra	17	26	17	26
Molonglo	22	40	31	39
Canberra	1	-	1	1
Fraser	6	1	3	1
Namadgi	2	-	-	-
Other	3	-	2	-
Don't know	31	6	32	9

## Appendix 2 — Voter knowledge of numbers of members of electorates.

**Q: Can you tell me how many members your electorate will have?**

	Telephone poll 1998	Polling day 1998	Telephone poll 2001	Polling day 2001
	N = 500	N = 500	N = 500	N = 500
	%	%	%	%
One	4	2	1	1
Five	14	39	9	31
Seven	10	28	11	28
Seventeen	-	-	2	-
Other	8	3	12	7
Don't know	64	28	66	33

## Appendix 3 — Voter knowledge of 100 metre ban on how-to-vote cards.

**Q: Are you aware or unaware that “how-to-vote cards” will no longer be able to be given out within 100 metres of an ACT election polling place?**

	Telephone poll 1998	Polling day 1998	Telephone poll 2001	Polling day 2001
	N = 500	N = 500	N = 500	N = 500
	%	%	%	%
Aware	48	81	66	74
Unaware	52	17	32	26
Unsure/don't know	-	1	2	-

## Appendix 4 — Voter opinion on absence of how-to-vote cards.

**Q: Did you find it a problem that “how-to-vote cards” were not available today?**

	Polling day 1998	Polling day 2001
	N = 500	N = 500
	%	%
Yes	15	15
No	84	84
Unsure/don't know	1	1



**Appendix 5 — Voter opinion on problems with absence of how-to-vote cards.**

**Q: What problems did you have?\***

Polling day 2001	
N ≈ 75	
	%
Disagree with ban on how to vote cards	40
Did not know who to vote for	41
Other	37

\*Asked of those who said "yes to the previous question

**Appendix 6 — Voter knowledge of Robson rotation.**

**Q: Were you aware of the Robson rotation method of printing ballot papers so that candidate names are listed in a different order on different ballot papers?**

	Telephone poll 1998 N = 500 %	Polling day 1998 N = 500 %	Telephone poll 2001 N = 500 %	Polling day 2001 N = 500 %
Never heard of Robson rotation	64	46	53	49
Have heard of Robson rotation but don't know anything about it	12	13	13	14
Know some things about Robson rotation	13	23	25	26
Know all about Robson rotation	11	18	8	12

## Appendix 7 — Voter opinion of adequacy of voting instructions.

**Q: How adequate were the instructions you were given by the ACT Electoral Commission on how to fill out your ballot paper for this election?**

	Polling day 1998 N = 500 %	Polling day 2001 N = 500 %
Very adequate	36	36
Adequate	51	54
Neither adequate nor inadequate	8	5
Inadequate	3	3
Very inadequate	1	1
Unsure/don't know	-	2

## Appendix 8 — Voter opinion of polling place service.

**Q: Having just voted, which of these comments best describes the service provided by the people running this polling place?**

	Polling day 1998 N = 500 %	Polling day 2001 N = 500 %
<b>Helpfulness</b>	<b>%</b>	<b>%</b>
Very helpful	51	49
Helpful	43	45
Neither helpful nor unhelpful	6	5
Unhelpful	-	1
Very unhelpful	-	-
<b>Efficiency</b>	<b>%</b>	<b>%</b>
Very efficient	55	47
Efficient	38	47
Neither efficient nor inefficient	6	4
Inefficient	1	2
Very inefficient	-	-
<b>Friendliness</b>	<b>%</b>	<b>%</b>
Very friendly	53	48
Friendly	42	48
Neither friendly nor rude	5	4
Rude	-	-
Very rude	-	-

### Appendix 9 — Voter opinion of queuing at polling places.

**Q: Which of these statements best describe how you found the queuing here today?**

	Polling day 1998	Polling day 2001
	N = 500	N = 500
	%	%
Unacceptably long	-	-
Long but acceptable	2	4
Not very long and acceptable	9	11
Not a real problem	88	85



Voters entering the polling place...



...getting their names marked off...



...marking their ballot papers...



...depositing their vote and leaving the polling place.

# Compliance index

Section	Page
<b>Transmittal certificate .....</b>	<b>iii</b>
<b>Assistance to readers</b>	
Table of contents .....	iv
Alphabetical index.....	49
Glossary.....	n/a
Contact officer, internet site, etc .....	42
<b>Overview and major achievements.....</b>	<b>1</b>
<b>Financial and performance statements .....</b>	<b>29</b>
<b>Whole of Government issues .....</b>	<b>35</b>
<b>Key issues</b>	
Customer focused public service .....	35
Aboriginal and Torres Strait Islander Reporting .....	n/a
Multicultural framework .....	35
Fraud prevention.....	36
Equity and diversity.....	36
<b>Resources and ownership agreement reporting</b>	
Ownership agreement .....	38
Certified agreements .....	38
Staffing profile .....	38
Workers compensation .....	40
Training and staff development .....	39
Consultancy and contractor services.....	40
Capital works management .....	40
Asset management strategy .....	n/a
<b>Statutory requirements</b>	
Occupational Health and Safety .....	41
Commissioner for the Environment .....	41
Public interest disclosure .....	41
<i>Government Contractual Debts (Interest) Act 1994</i> .....	41
Freedom of Information Statement.....	41
Ecologically sustainable development.....	42

# Alphabetical index



## A

Access and equity, 36, 37  
Advice to Government and the Legislative Assembly, 2, 3, 4, 18, 19, 30  
Australian Electoral Commission, 2, 19, 20, 21, 36, 40  
Australian National University elections, 2, 15, 16, 17

## B

Benchmarking, 15

## C

Capital works, 40  
Casual vacancy, 33  
Change of address and electoral enrolment form, 1, 2, 18, 21, 35  
Commissioner for the Environment, 41  
Consultants, 40  
Continuous roll update, 1, 2, 19, 20, 21, 22  
Contractors, 40  
Corporate plan, 1, 4, 5, 26, 35  
Customer focused Public Service, 35

## D

Department of Justice and Community Safety, 2, 14, 26, 27, 29, 30, 36, 38, 40, 41

## E

Election funding, 3, 18, 24  
*Electoral Act 1992*, 1, 2, 3, 8, 14, 19, 20, 23, 24, 25, 35, 38, 41  
Electoral Council of Australia, 1, 2, 19, 20, 22  
Electoral education, 2, 3, 4, 11, 18, 22, 23, 30, 35, 37, 38, 39  
Electoral rolls, 6, 10, 11, 12, 20, 21, 22  
Electronic voting and/or counting, 1, 2, 5, 6, 7, 10, 11, 12, 18, 27, 35, 36, 37, 40, 41, 43  
Enterprise bargaining ballots, 15, 16  
Equal employment opportunity, 36, 37

## F

Financial statement, 29  
Fraud prevention, 19, 20, 36  
Freedom of information, 41, 42  
Funding and disclosure, 3, 18, 24

## G

*Government Contractual Debts (Interest) Act 1994*, 41

## H

Hare-Clark, 1, 5, 6, 13, 22, 35  
Health Professions Boards elections, 2, 3, 15, 16, 41, 42

## I

Industrial democracy, 26  
Internet, 1, 2, 5, 9, 12, 18, 22, 25, 27, 35, 42

## J

Joint roll arrangement, 19, 21, 31

## L

Legislation, 18

## M

Market research, 12, 33, 40, 43  
Multiple voting, 10

## N

Non-voters, 9, 21, 22

## O

Occupational Health and Safety, 39, 41  
Outlook for 2002/2003, 2

## P

Performance report, 2, 26, 29  
Political parties, 1, 3, 5, 6, 8, 10, 11, 18, 23, 24, 25, 41, 42  
Public interest disclosure, 41  
Publications of the ACT Electoral Commission, 1

## R

Redistribution, 2, 3, 19, 25  
*Referendum (Machinery Provisions) Act 1994*, 3, 41  
Referendums, 3, 4, 15, 30, 33, 41  
*Review of the Electoral Act 1992, the 2001 ACT Legislative Assembly Election*, 8, 19

## S

Southern Cross Club election, 15, 16  
Staffing, 2, 3, 8, 13, 14, 15, 21, 22, 26, 27, 30, 36, 37, 38, 39, 41, 42

## T

Tally room, 1, 5, 12  
Training and development, 14, 15, 26, 31, 39, 41

## V

Vehicles, 31, 42  
Vote counting, 1, 2, 5, 6, 7, 11, 12, 16, 18, 27, 36, 40, 41  
Voting, 1, 2, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 18, 19, 27, 33, 35, 36, 37, 40, 41, 42, 43, 45, 46

## W

Workers compensation, 40

