



Australian Electoral Commission

2002-03 Annual Report



Australian Electoral Commission /AEC

Helping you have your say.

Australian Electoral Commission Annual Report 2002-03

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Letter of transmittal



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

Dear Minister

In accordance with section 17 of the *Commonwealth Electoral Act 1918* we have pleasure in submitting the Australian Electoral Commission's annual report and financial statements for the year ending 30 June 2003.

Yours sincerely

T.R. Morling
Chairperson

Andy Becker
Electoral Commissioner

Dennis Trewin
Commissioner

9 September 2003

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About this Report

Purpose

This annual report of the Australian Electoral Commission (AEC) documents the AEC's performance for the financial year ending 30 June 2003.

Structure

The report is presented in eight main parts:

- a review by the Electoral Commissioner, including summaries of significant developments and the AEC's overall performance in 2002–03, and of the outlook for 2003–04
- an overview of the AEC, including explanations of its legislative basis and structure
- an outline of the highlights of the AEC's performance in relation to its outcomes over the past 12 months
- a report on the AEC's performance, structured around the organisation's outcomes and outputs framework as identified in its 2002–03 Portfolio Budget Statements
- a report on the AEC's management and accountability in the areas of corporate governance, external scrutiny, human resources management, purchasing, assets management, providing access for people with disabilities, and consultants and competitive tendering and contracting
- the AEC's audited financial statements for 2002–03
- other information – this part includes appendices providing certain detailed information and statistics required to be reported by legislation and other reporting requirements
- a reference section, comprising a list of abbreviations used in the report, a compliance index and a general index.

Readers

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

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

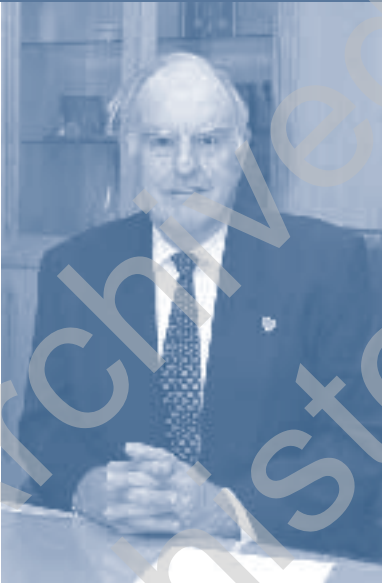
The report is available free of charge in hard copy or via the AEC website, <www.aec.gov.au>.

Contact officer

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

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Electoral Commissioner's Report



The 2002–03 year was arduous and demanding, frustrating and satisfying, yet generally effective and productive. Throughout, our financial position hung like a cloud over most activity and, were it not for a high level of stringency and limited risk taking, we would not have finished the year in front. Unfortunately next year will offer little relief without significant financial or structural intervention.

In October 2002 the AEC conducted a by-election in the Division of Cunningham and the fifth round of national Aboriginal and Torres Strait Islander Commission Regional Council elections. More than 53,000 Aboriginal and Torres Strait Islander electors voted at the 650 static polling places or were visited by one of the many mobile polling teams established to service remote communities. In Tasmania an indigenous electoral roll was produced and used for the first time.

Elsewhere on the operational front, assistance was provided to five Australian States and Territories in the conduct of their elections, whilst overseas the AEC continued to deliver capacity building programs in Papua New Guinea, the Federated States of Micronesia and Indonesia.

The Australian National Audit Office (ANAO) report into the integrity of the electoral roll that was tabled in Parliament in April 2002 concluded that the AEC is managing the roll effectively and that AEC policies and procedures provide a roll that is accurate, complete, valid and secure. The 12 recommendations from that report were endorsed by the AEC without qualification.

Early in 2003, the AEC established a Roll Integrity Unit to oversee the implementation of the recommendations that were generally directed at developing a comprehensive, rigorous, transparent, and regular testing and reporting mechanism on the accuracy of the roll.

As enrolment processing is an intensive human resource activity that absorbs a large proportion of the AEC's budget, a review of enrolment processing was commenced to look at the possibility of re-engineering the process. The application of intelligent character recognition technology was examined following the success of its use in the data capturing phase at the last Census. Preliminary results were very encouraging and support further resources being committed to the project.

The Joint Standing Committee on Electoral Matters (JSCEM) too has been busy, tabling two reports during the year. The first, on the integrity of the electoral roll, supplemented the work of the ANAO with further recommendations. The second report dealt with the inquiry into the 2001 federal elections. While the AEC endorsed the vast majority of the JSCEM's recommendations, the timing of their implementation remains subject to resource availability.

The centralising of the corporate services functions has largely been completed, with some residual activities still to be dealt with. It has been a difficult time for a number of those involved and I commend them for their efforts and patience.

The resourcing review we commenced in the past financial year is also nearly complete, albeit some months later than planned, with the report and recommendations expected within the next eight weeks.

The AEC's dispersed divisional structure has been a significant issue for many years, and the subject of a number of reports. Significantly, the JSCEM, in 1988 in a unanimous report, recommended that metropolitan divisions be regionalised, an arrangement the AEC has supported throughout the life of the Commission. This is not to deny that for much of the century, while communication throughout the vastness of Australia justified a physical presence, the divisional structure served us well. However, its significance today is another matter. While it absorbs more than 50 per cent of the AEC's infrastructure costs it simply cannot be quarantined from examination of its effectiveness. Early twentieth century solutions cannot hope to address twenty-first century problems.

As we lead into another federal election year, the focus of the AEC will be on preparing systems, equipment and procedures in readiness for the challenges ahead. I am sure our staff will continue to perform at the highest level as we seek innovative solutions to some of the pressures experienced in 2002–03.



Andy Becker
Electoral Commissioner

AEC Overview



AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002-03



AEC Overview

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

AEC Overview

Description

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

The AEC's core business processes are to:

- prepare for, conduct and review elections
- manage the Commonwealth electoral roll
- educate and inform the community about participating in the electoral process
- provide advice and assistance on electoral matters in Australia and overseas
- ensure that political parties and others comply with financial disclosure requirements
- support electoral redistributions.

The AEC operates over a wide geographical base, with a central office in Canberra and a head office in each State capital and Darwin. There is also an AEC divisional office in or near each of the 149 House of Representatives electoral divisions.

Legislative framework

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

At 30 June 2003, the commissioners were:

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

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

- the *Commonwealth Electoral Act 1918*, in relation to:
 - conducting federal elections
 - maintaining and updating the Commonwealth electoral roll
 - promoting public awareness of electoral and parliamentary matters through information and education programs

- providing international electoral assistance in cases approved by the Minister for Foreign Affairs and Trade
- conducting and promoting research into electoral matters and other matters that relate to its functions
- registering political parties
- paying public funding to election candidates and parties and disclosing financial details for political parties and others
- determining representation entitlements
- the *Referendum (Machinery Provisions) Act 1984* in relation to conducting referendums
- the *Commonwealth Electoral Legislation (Provision of Information) Act 2000* in relation to the provision of elector information on tape or disk under the *Commonwealth Electoral Act 1918*
- the *Representation Act 1983* in relation to Senate elections
- the *Aboriginal and Torres Strait Islander Commission Act 1989* in relation to elections for the Aboriginal and Torres Strait Islander Commission (ATSIC)
- the *Workplace Relations Act 1996* in relation to industrial elections.

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

Purpose and values

The AEC embraces the following guiding principles in all its activities.

Mission

The AEC's mission is:

- to provide the Australian people with an independent electoral service which meets their needs, and which encourages them to understand and participate in the electoral process
- to enhance free and fair electoral processes throughout the world.

Purpose

The AEC's purpose is to:

- maintain the electoral roll
- conduct elections and referendums
- provide electoral information, education programs and related services.

Values

In pursuit of its mission, the AEC focuses on providing excellent levels of service to its clients. The AEC underpins its service, relationships and accountability by fostering integrity, professionalism, openness, respect and innovation amongst its staff.

Leadership capabilities

The organisation encourages and supports its leaders to:

- provide direction
- communicate well
- create the right climate
- be values driven
- be people focused
- be achievement oriented.

Senior staff and their responsibilities

The Electoral Commissioner, as Chief Executive Officer, has the powers of a secretary of an Australian Government department, and has responsibility for management and strategic leadership in relation to the AEC's:

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

Assisting the Electoral Commissioner are the Deputy Electoral Commissioner, two First Assistant Commissioners and five Assistant Commissioners. Australian Electoral Officers (AEOs) assist the Electoral Commissioners for each State and the Northern Territory to manage the conduct of elections in their respective jurisdictions. The individuals occupying these positions in 2002–03 are listed below.

Aspects of the AEC's senior management committees, including their composition and functions, are discussed in the chapter on management and accountability – see Figure 7 for a summary.

Senior executives

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

Australian Electoral Officers

| | |
|--------------------|------------------|
| New South Wales | Mr David Farrell |
| Victoria | Mr Daryl Wight |
| Queensland | Ms Anne Bright |
| Western Australia | Ms Jennie Gzik |
| South Australia | Dr Chris Drury |
| Tasmania | Mr Alex Stanelos |
| Northern Territory | Mr Bill Shephard |

Organisational structure

The AEC's organisational structure for 2002–03 is shown in Figure 1.

AEC offices are organised geographically, with a central office in Canberra, a head office in each State and the Northern Territory, and divisional offices in or near each electoral division.

Central office

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

- Corporate Services Branch
- Elections Branch
- Enrolment and Parliamentary Services Branch
- Information, Education and Research Branch
- Information Technology Branch.

In addition, there are the Strategic Policy Unit which reports directly to the Deputy Electoral Commissioner, and the International Services Section which reports directly to the Deputy Electoral Commissioner.

Offices in the States and the Northern Territory

The AEO of each State and of the Northern Territory is responsible for managing activities within the State or Territory, including conducting elections for the Senate and the House of Representatives and referendums.

Divisional offices

Each State and Territory is divided into electoral divisions that correspond to the number of members of the House of Representatives to which it is entitled. At the end of 2002–03 there were 149 electoral divisions. The New South Wales AEO has administrative responsibility for the Australian Capital Territory division between elections. During an election period, an Australian Capital Territory AEO is appointed.

Contact details

The AEC national telephone inquiry number is 13 23 26 and the website address is <www.aec.gov.au>.

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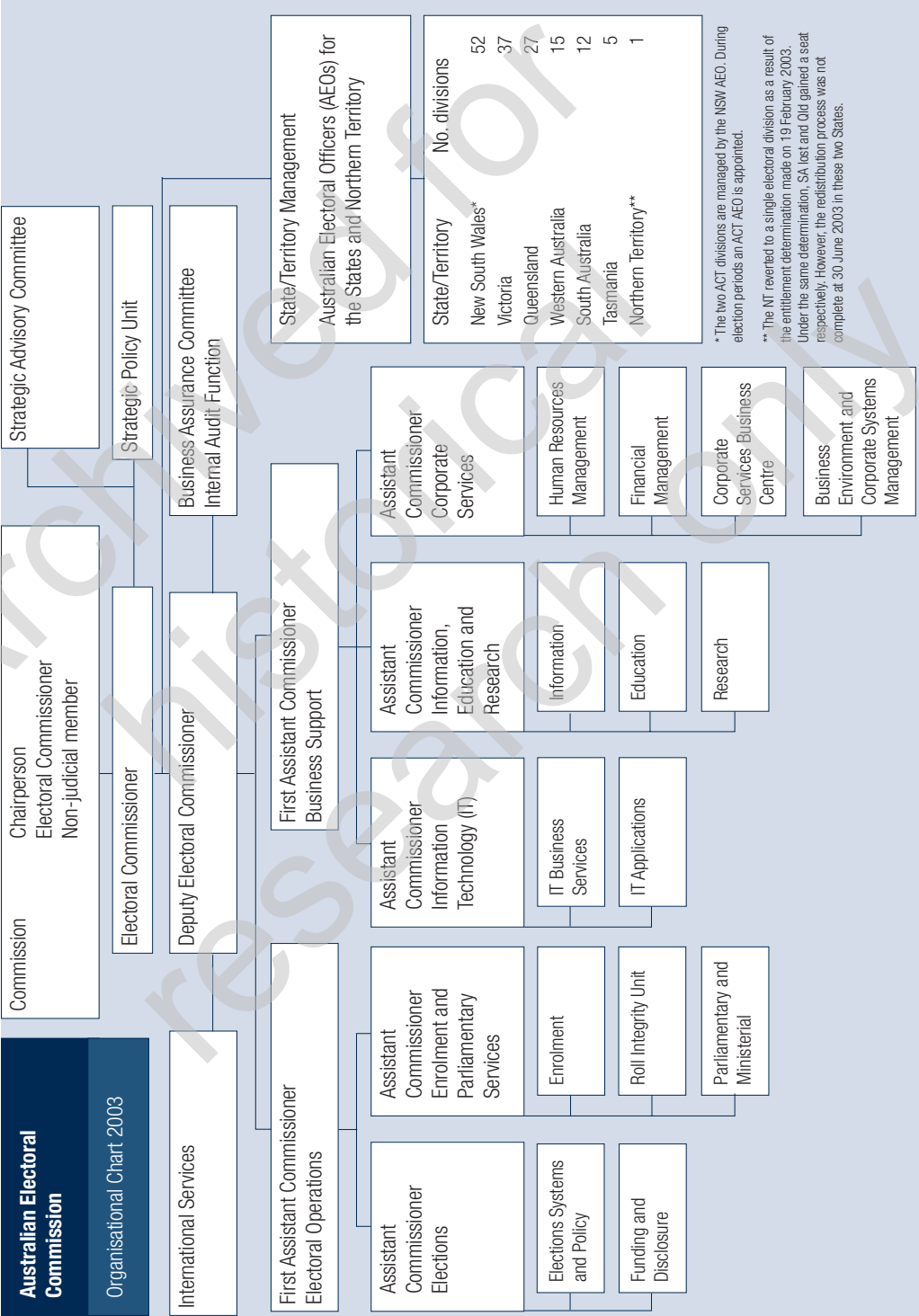
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Figure 1 Organisational chart



Outcome and output structure

The AEC's outcome and output structure is based on three outcomes. An overview is provided in Figure 2.

Figure 2 Outcome and output structure

Outcomes

| 1 Electoral roll management | 2 Elections, ballots and referendums | 3 Electoral education |
|--|--|--|
| Australians have an electoral roll which ensures their voter entitlement and provides the basis for the planning of electoral events and electoral redistributions | Stakeholders/customers have access to and advice on impartial and independent electoral services and participate in electoral events | An Australian community which is well informed about electoral matters |

Outputs

| | | |
|--|--|-------------------------------------|
| 1.1.1 Electoral roll | 2.1.1 Federal elections, by-elections and referendums | 3.1.1 Electoral education centres |
| 1.1.2 Electoral roll updates | 2.1.2 Party registrations | 3.1.2 School and community programs |
| 1.1.3 Roll products and services | 2.1.3 Funding and disclosure services | |
| 1.1.4 Support services for electoral redistributions | 2.1.4 Public awareness campaigns, media releases | |
| | 2.1.5 Information services | |
| | 2.1.6 Industrial elections and ballots for organisations | |
| | 2.1.7 ATSIC elections | |
| | 2.1.8 State and local government elections | |
| | 2.1.9 Advice and assistance in overseas elections | |

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AEC Highlights



AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002-03



AEC Highlights

Outcome 1: Electoral roll management

Australians have an electoral roll which ensures their voter entitlement and provides the basis for the planning of electoral events and electoral redistributions

- At 30 June 2003, 12.82 million people were enrolled to vote – representing an increase of 76,759 electors since 30 June 2002.
- During 2002–03, 2.39 million enrolment forms were processed – a decrease of 4.8% when compared to those processed in 2001–02, but an increase of 4.7% when compared to the total for 2000–01, the previous year in which there was no federal election.
- There were 519,378 additions to the roll, 736,763 transfers between divisions and 1,137,627 transactions comprising address changes within divisions, amendments and transactions where no change to enrolment details was necessary.
- There were 318,788 electors who enrolled for the first time.
- The Roll Integrity Unit was created.
- The continuous roll update process continued to mature, with the range of external data sources being broadened.
- The Youth Electoral Study commenced, to investigate attitudes to enrolment and voting amongst young people.

Outcome 2: Elections, ballots and referendums

Stakeholders/customers have access to and advice on impartial and independent electoral services and participate in electoral events

- The Cunningham by-election was conducted successfully.
- The 2002 Aboriginal and Torres Strait Islander Commission Regional Council elections were conducted successfully.
- A new redistribution computer processing system was developed.
- Preparation for the next federal event continued in line with an agreed timetable.
- Substantial electoral assistance was provided to the Federated States of Micronesia, Indonesia and Papua New Guinea.
- The third biannual workshop of the Pacific Islands, Australia and New Zealand Electoral Administrators' Network was held.
- The report into the conduct of the 2001 federal election, *The 2001 Federal Election: Report of the Inquiry into the conduct of the 2001 Federal Election, and matters related thereto*, was released by the Joint Standing Committee on Electoral Matters.

Outcome 3: Electoral education

An Australian community which is well informed about electoral matters

- Divisional and electoral education centre staff collected more than 14,000 completed electoral enrolment forms from young people during the conduct of education activities.
- The Canberra Electoral Education Centre achieved a new record throughput with 68,756 visitors, mainly students and teachers, attending sessions at the centre during the year.
- A new record of 1,128 trainee teachers attended Your Vote Counts electoral education workshops or sessions.

Financial management

- An Australian National Audit Office audit of the AEC's financial statements was returned without qualification.
- The operating result was higher than estimated mainly due to:
 - increased revenue from commercial election activity, including AusAID and Aboriginal and Torres Strait Islander Commission
 - maintaining the salaries to a base level, which resulted in lower employee and supplier expenses.
- The budgeted allocation of salaries and suppliers, whilst maintaining a combined total amount, is represented by a significantly different split of the actual salaries and suppliers costs.

Corporate governance

- The AEC reviewed and refined the agency's strategic direction and priorities by amending the strategic plan to include other high-level process improvement initiatives aimed at achieving efficiencies.
- The AEC continued to work with staff to seek improvements and efficiencies in electoral processes through innovation and new technologies – piloting the use of scanning and optical character recognition tools, for example.
- The AEC continued to support good governance through continuing its senior executive leadership behavioural model by extending it to include all senior officers within the AEC.
- The AEC focused on improving its relationships with customers and stakeholders by conducting a series of workshops and customer innovation strategies aimed at ascertaining customer expectations.
- The AEC implemented and reviewed the agency's risk management framework and commenced training sessions for staff nationwide, making risk management an integral part of business planning within the AEC.

People management

- The AEC employed 811 people at 30 June 2003.
- The AEC implemented formal performance management arrangements for all staff.
- Leadership programs based on '360 degree feedback' were run for senior executives and executive level staff.
- Workshops to assist staff in redesigning work processes were held around Australia.
- The AEC website was enhanced to provide an internet recruitment facility.
- A national workforce harassment contact officers workshop was held, successfully raising awareness of harassment issues and educating and supporting contact officers in their role.

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Report on Performance



AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002–03

Outcome 1 – Electoral roll management



Outcome 1 – Electoral roll management

Table 1 Outcome 1 – Electoral roll management: summary of resources

| | Budget 2002–03 \$'000 | Actual expenses 2002–03 \$'000 | Budget 2003–04 \$'000 |
|---|-----------------------------|---|-----------------------------|
| Price of departmental outputs | | | |
| <i>Commonwealth Electoral Act 1918 –</i> | | | |
| Electoral Roll Review – Special Appropriation | | | |
| Output 1.1.2 – Electoral roll updates (ERR/CRU) | 9,000 | 9,000 | 9,000 |
| Total special appropriations | 9,000 | 9,000 | 9,000 |
| Departmental appropriations | | | |
| Output Group 1.1 – Electoral roll management | | | |
| Output 1.1.1 – Electoral roll (RMANS) | 18,961 | 21,652 | 18,967 |
| Output 1.1.2 – Electoral roll updates (ERR/CRU) | 18,055 | 26,107 | 19,983 |
| Output 1.1.3 – Roll products and services | 737 | 812 | 836 |
| Output 1.1.4 – Support services for electoral redistributions | 714 | 607 | 810 |
| Total Output Group 1.1 | 38,467 | 49,178 | 40,596 |
| Total revenue from government (appropriations) contributing to price of departmental outputs | 47,467 | 58,178 | 49,596 |
| Revenue from other sources | | | |
| Output Group 1.1 – Electoral roll management | | | |
| Output 1.1.1 – Electoral roll (RMANS) | 3,840 | 5,913 | 3,500 |
| Total revenue from other sources | 3,840 | 5,913 | 3,500 |
| Total price of departmental outputs (Total revenue from government and from other sources) | 51,307 | 64,091 | 53,096 |
| Total estimated resourcing for Outcome 1 (Total price of outputs and administered appropriations) | 51,307 | 64,091 | 53,096 |
| | 2002–03 | 2002–03 | 2003–04 |
| Average staffing level (number) | 402 | 498 | 375 |

Performance

In 2002–03, the AEC continued its ongoing enrolment activities, in order to maintain an accurate and up-to-date electoral roll.

Activities undertaken included the timely processing of enrolment forms and amendments to elector or address information received from the public; the stimulating of enrolment and checking of enrolment details under the continuous roll update (CRU) program; and the processing of enrolment forms received at the 2002 Cunningham by-election, and at the State elections held in Victoria in November 2002 and in New South Wales in March 2003. Roll products were also provided, including rolls for State and local government elections and by-elections.

The AEC’s performance under Outcome 1 is measured by the percentage of eligible persons enrolled, the level of enrolment activity maintained, the timeliness and accuracy of the rolls provided for use at electoral events, and the satisfaction of electoral redistribution committees supported by the AEC.

The following report details performance results for 2002–03 for Outcome 1 in relation to the elements of electoral roll management, namely:

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

Table 2 summarises the AEC’s overall performance in relation to the indicators and targets for Outcome 1 identified in the 2002–03 Portfolio Budget Statements.

Table 2 Outcome 1 – Electoral roll management: overall performance results

| Performance indicator and target | Performance results |
|--|--|
| Percentage of people eligible to vote who are on the electoral roll – 95% | At 30 June 2003, an estimated 95% of the eligible population was enrolled. |
| Extent to which Australians have access to their voting entitlement – 100% | Policies and procedures in place to ensure that all eligible Australians have access to their voting entitlement (eg voter entitlement information, roll updates and convenient and accessible polling arrangements). Note that there were no federal electoral events in 2002–03. |
| Extent to which the electoral roll provides the basis for planning of electoral events and electoral redistributions – meets 90% of requirements | Enrolment data was used to provide roll information to support the State election in New South Wales. Data was also used to commence redistribution of electoral boundaries in Queensland and South Australia. |

| Performance indicator and target | Performance results |
|---|--|
| Level of stakeholder and customer satisfaction with electoral products and services – meets customer service charter requirements | The client survey was not conducted this year. However, the Roll Products and Services unit received ongoing positive feedback from key client groups regarding the level of satisfaction with the service provided. |

Analysis

During 2002–03 the principal activities undertaken in support of Outcome 1 were the CRU program, the supply of roll products for a range of electoral events, and the maintenance of joint roll arrangements with the State and Territory governments.

At 30 June 2003 there were 12.81 million persons enrolled, representing an estimated 95 per cent of those eligible. There were 2,836,267 enrolment transactions processed (including deletions) in 2002–03, or 4.8 per cent fewer than in 2001–02. However, this level of activity was 8 per cent higher than 2000–01, the previous year in which there was no federal election.

At the State level, enrolment transactions in Victoria and Queensland increased by 7 per cent and 4 per cent respectively. Each of those States has a mature and consistent CRU program that maintains a level of transactions not yet achieved in other States and Territories.

Variations to performance targets

During the year there were no changes in performance targets for Outcome 1 and its supporting outputs from those contained in the 2002–03 Portfolio Budget Statements.

Purchaser–provider arrangements

There were no purchaser–provider arrangements in place for Outcome 1 during 2002–03.

External scrutiny of electoral matters

Parliamentary scrutiny

As noted in last year's annual report, the Australian National Audit Office (ANAO) report on its Performance Audit on the Integrity of the Electoral Roll (Audit Report No. 42, 2001–02) was tabled in Parliament in April 2002. The ANAO report made 12 recommendations, all of which were agreed to by the AEC.

The Joint Standing Committee on Electoral Matters (JSCEM) subsequently conducted a review of the ANAO report, tabling its own report on 11 October 2002. The JSCEM report contained 14 recommendations that largely complemented or expanded on the ANAO recommendations.

Recommendation 12 of the JSCEM review recommended that the AEC notify the JSCEM of the timetable for implementation of the ANAO recommendations and, where appropriate, of the funding needed to implement them. It also recommended that the implementation be conducted

expeditiously, to enable the ANAO to conduct a follow-up audit prior to the next federal election. Recommendation 13 was that the ANAO conduct a follow-up audit prior to the next federal election.

In February 2003, the AEC established the Roll Integrity Unit to progress the implementation of the ANAO report recommendations and prepare to implement the recommendations that may be supported by the Government in its response to the JSCEM report. The Government had not responded to the JSCEM report by the end of the 2002–03 reporting period.

As a result of the ANAO recommendations, the AEC commenced a review of performance indicators and targets for Outcome 1 and a review of CRU correspondence to electors.

The AEC estimates that it will cost approximately \$7.9 million over a period of four years (with further ongoing costs in future years) to fully and effectively implement the recommendations of both the ANAO and JSCEM reports. Should additional funding not be forthcoming, the AEC would not be in a position to fully implement the recommendations in a timely manner.

The JSCEM also completed its inquiry into the conduct of the 2001 federal election. The AEC made 13 submissions to the inquiry and appeared as a witness on 16 October 2002 and 9 November 2002. The report was tabled on 23 June 2003. The report dealt extensively with enrolment matters, including by recommending that:

- a requirement for proof of identity at enrolment should be introduced, involving the verification of name and address using a driver's licence or other document accepted by the AEC or, where that is not possible, by providing confirmation supplied by two people who are on the electoral roll
- eligible overseas electors should not be required to state why they are leaving the country, and the time limit for eligible overseas electors enrolling overseas should be extended to three years
- itinerant elector provisions should be clearly applicable to homeless persons, the itinerant enrolment form should be simplified, and homeless persons should be targeted as part of the public awareness campaign for the next federal election.

At the time of preparing this report, the AEC had not had sufficient time to determine the full implications of the recommendations.

Administrative scrutiny

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

There were no applications for review of administrative decisions under either the AAT Act or the ADJR Act, and no complaints were lodged with the Federal Privacy Commissioner.

During the year, the Commonwealth Ombudsman accepted five complaints for investigation in

relation to the AEC's administration of the electoral roll. In three of those matters, the Ombudsman found that there was no agency defect. In one matter, the Ombudsman was unable to determine whether there had been an agency defect or not, and in the final matter the Ombudsman found that an administrative action by the AEC had been defective. However, in that matter, the AEC had apologised to the elector in question and had taken action to correct the defect prior to the elector lodging a complaint with the Ombudsman.

Developments in progress at the end of the financial year

The report of the JSCEM inquiry into the 2001 federal election was tabled on 23 June 2003. At the time of reporting, the recommendations of the report, which may have an impact on the CRU program, were yet to be considered by the Government.

During the year, the AEC began investigating opportunities to introduce more cost-efficient technologies into the enrolment process. A major focus was the possibility of optically scanning enrolment forms and using intelligent character recognition (ICR) technology to update the roll management system. The investigation found the technology was mature and was successfully being used by other government departments, and recommended that a small team be established to undertake a pilot project that would image and process enrolment forms using ICR.

This trial was undertaken during May and June 2003 in Queensland. A detailed report and analysis of the project will be available to the AEC Executive in July 2003.

The Youth Electoral Study commenced in May 2003. The study is a joint project of the AEC and a research team from the University of Sydney and the Australian National University. The study will examine the reasons young people do and do not take part in electoral and political processes, and will assist in developing effective strategies to improve enrolment rates among young people. The study will continue for four years.

Some progress was made towards meeting the recommendations of the ANAO report on the integrity of the electoral roll. The major step was the development of a CRU strategic plan to focus on:

- implementing a consistent and continuous national CRU program
- determining an optimal CRU data suite
- revising CRU forms to increase response rates to enrolment reminder letters
- reviewing CRU performance indicators.

The RMANS (computerised roll management system) CRU facilities are to be enhanced to improve effectiveness and provide processing efficiencies. However, funding constraints in this financial year highlighted the fact that to implement a full CRU program will require an increase in funding.

In addition, the Government's response to the JSCEM report on its review of the ANAO report will be tabled early in the 2003–04 year. As many of the JSCEM recommendations complement or expand on the ANAO recommendations, the AEC hopes to be able to implement all recommendations supported by the Government simultaneously, subject to funding.

Output 1.1.1 Electoral roll

The electoral roll is fundamental to conducting parliamentary elections. It is maintained on RMANS. It is the key to voter entitlement at federal, State and Territory and local government elections and is integral to electoral redistributions.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 3.

Table 3 Output 1.1.1 – Electoral roll: performance results

| Performance indicator and target | Performance results |
|---|--|
| <i>Quality</i> 95% of eligible people are on the electoral roll | At 30 June 2003 an estimated 95% of the eligible population was enrolled |
| <i>Quantity</i> Minimum of 2.3 million enrolment transactions (not being deletions) processed per annum Enrolment forms are processed within three business days of receipt | There were 2,393,768 enrolment transactions processed In general, this target was met (some transactions take longer than 3 days where follow-up is required with other agencies) |
| <i>Price</i> Less than \$2.75 per entry on RMANS database | Cost was below \$2.75 |

Analysis

In 2002–03 AEC divisional office staff continually processed enrolment information and entered it into RMANS so that an accurate and up-to-date roll was maintained. This included entering information from forms received from newly eligible persons enrolling or existing electors changing address, and making deletions arising from electors leaving their enrolled addresses or dying. In addition, staff processed information received from CRU activities and collected during elections. They also updated address and electoral area boundary information contained on the RMANS address register.

At 30 June 2003 there were 12,818,739 electors on the Commonwealth electoral roll. This shows an increase in the number of electors enrolled of 76,759 since 30 June 2002. Enrolment activity related to State elections in New South Wales and Victoria and a relatively higher level of CRU activity in Victoria and Queensland is reflected in the higher than average increase in those States, compared to others. A summary of persons enrolled in each of the past eight calendar years is shown in Table 4.

Table 4 Number of persons enrolled at 30 June, 1996–2003

| | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 |
|-------|------------|------------|------------|------------|------------|------------|------------|------------|
| NSW | 3,997,657 | 3,989,416 | 4,054,003 | 4,133,129 | 4,187,911 | 4,154,672 | 4,216,767 | 4,270,127 |
| Vic | 3,028,943 | 3,018,089 | 3,015,405 | 3,106,115 | 3,153,514 | 3,199,570 | 3,253,105 | 3,265,797 |
| Qld | 2,094,850 | 2,110,149 | 2,144,981 | 2,183,729 | 2,241,387 | 2,326,846 | 2,353,278 | 2,369,873 |
| WA | 1,104,162 | 1,119,266 | 1,124,910 | 1,156,691 | 1,169,243 | 1,203,847 | 1,204,743 | 1,207,713 |
| SA | 1,012,652 | 1,006,034 | 989,884 | 1,018,589 | 1,030,970 | 1,024,112 | 1,052,739 | 1,044,802 |
| Tas | 331,080 | 322,127 | 320,479 | 326,374 | 324,838 | 325,535 | 332,896 | 332,228 |
| ACT | 204,969 | 203,632 | 205,328 | 209,063 | 215,212 | 214,949 | 218,735 | 218,949 |
| NT | 103,124 | 104,151 | 104,648 | 106,101 | 107,776 | 105,611 | 109,717 | 109,250 |
| Total | 11,877,437 | 11,872,864 | 11,959,638 | 12,239,791 | 12,430,851 | 12,555,142 | 12,741,980 | 12,818,739 |

During the year AEC divisional staff processed 2,393,768 enrolment forms and amendments. This total was 4.8 per cent lower than in the previous financial year, in which the 2001 federal election provided stimulus to enrolment. The reduced level of CRU activity due to funding constraints may also have contributed to the lower level of enrolment activity. However, this level of enrolment activity was 4.7 per cent higher than that reached in 2000–01, the most recent non-federal-election year.

In 2002–03 there were 519,378 additions to the roll, 736,763 transfers of enrolment between divisions and 1,137,627 transactions comprising address changes within divisions, amendments and transactions where no change to enrolment details was necessary. A total of 442,499 deletions were made to the roll, made up of 106,097 deletions because of deaths, 4,396 deletions of duplicated entries and 332,006 objection deletions, the majority being for electors no longer resident at their enrolled address and not re-enrolled at a new address.

A feature of enrolment activity in the year was the 318,788 applications received from electors who enrolled for the first time. This total is higher than the AEC estimate of the number of young persons and new citizens in the population who become eligible each year and reflects increased promotion of youth enrolment during the election roll close periods in New South Wales and Victoria. Also having an impact was the targeting of 18 year olds in mail-outs conducted in New South Wales just prior to the State election.

Enrolment activity for the year is shown in Table 5.

Table 5 Enrolment activity, 1 July 2002 to 30 June 2003

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Total |
|--|----------------|----------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| Additions to the roll | | | | | | | | | |
| New enrolments | 137,250 | 74,449 | 54,636 | 26,154 | 13,889 | 5,773 | 4,173 | 2,464 | 318,788 |
| Reinstatements | 2,583 | 1,031 | 1,026 | 660 | 147 | 508 | 98 | 62 | 6,115 |
| Re-enrolments | 73,281 | 50,926 | 42,115 | 15,844 | 3,999 | 4,591 | 2,127 | 1,592 | 194,475 |
| Transfers into divisions | | | | | | | | | |
| Intrastate | 202,266 | 164,671 | 131,585 | 53,656 | 31,784 | 8,958 | 2,412 | 684 | 596,016 |
| Interstate | 32,824 | 25,330 | 45,971 | 9,041 | 8,722 | 5,795 | 8,390 | 4,674 | 140,747 |
| Intradivision amendment or movement | 290,681 | 243,756 | 241,255 | 86,484 | 57,047 | 29,245 | 18,637 | 8,728 | 975,833 |
| No change enrolment | 49,129 | 43,228 | 22,206 | 20,043 | 17,273 | 5,313 | 2,043 | 2,559 | 161,794 |
| Total enrolment forms processed | 788,014 | 603,391 | 538,794 | 211,882 | 132,861 | 60,183 | 37,880 | 20,763 | 2,393,768 |
| Deletion transactions | | | | | | | | | |
| Objections | 105,257 | 84,300 | 82,037 | 29,452 | 14,571 | 8,801 | 5,062 | 2,526 | 332,006 |
| Deaths | 36,871 | 25,932 | 19,302 | 8,714 | 10,032 | 3,392 | 1,133 | 721 | 106,097 |
| Duplications | 1,420 | 1,347 | 643 | 432 | 240 | 145 | 37 | 132 | 4,396 |
| Total deletions processed | 143,548 | 111,579 | 101,982 | 38,598 | 24,843 | 12,338 | 6,232 | 3,379 | 442,499 |
| Total elector transactions | 931,562 | 714,970 | 640,776 | 250,480 | 157,704 | 72,521 | 44,112 | 24,142 | 2,836,267 |

Note: National and State/Territory totals for enrolment activity are subject to minor statistical adjustment and will show minor differences to gazetted enrolment totals.

Trends

At the end of the financial year, an estimated 95 per cent of the eligible population was enrolled.

The AEC estimates that national participation by eligible young electors in the 18–25 year age group remained steady at approximately 76 per cent as at 30 June 2003.

There was targeted CRU activity undertaken just prior to the New South Wales close of rolls with over 102,000 enrolment reminder letters sent to 17 and 18 year olds. This mailing was the result of the AEC receiving demographic data from the New South Wales Roads and Traffic Authority. The enrolment rate of 18 year olds in New South Wales increased from 41 per cent in January 2003 to 79 per cent in March 2003.

For a number of years, Victoria has had access to a greater range of data sources providing details on youth enrolment than other States and Territories. This has resulted in 18 year old enrolments increasing from 69 per cent to 83 per cent at the close of rolls for the Victorian State election. The Victorian Electoral Commission also sent information to all electors immediately prior to its close of rolls, which would have had the effect of increasing the level of enrolment transactions. Victoria and Queensland continued to outperform other States and Territories in terms of the number of transactions processed, increasing by 7 per cent and 4 per cent respectively on 2001–02. In those States there are relatively mature CRU programs.

Significant changes in the nature of functions or services

There were no significant changes in the nature of electoral roll functions or services during 2002–03.

Factors, events or trends influencing performance

CRU activity in New South Wales and in South Australia was suspended for six months of the year. In New South Wales this was mostly in the period after the State election. However, in the lead-up to the State election, CRU programs had been significantly increased. In South Australia the CRU programs were suspended prior to the roll close for the local government elections in February 2003.

While activity would have been suspended for the period of these elections, funding constraints have impacted on the resumption of activities post the elections. These constraints have also impacted on the AEC's ability to effectively service remote areas and severely limited improvements to the quality of the address register.

Prior to the suspension of CRU activities in New South Wales, over 571,000 enrolment reminder letters were sent, following data-matching with data from the New South Wales Roads and Traffic Authority. This figure includes the 102,000 CRU enrolment reminder letters sent to 17 and 18 year olds.

Performance against customer service charter standards

During the year there were no significant performance issues that relate to the customer service charter standards for Output 1.1.1.

Output 1.1.2 Electoral roll updates

During 2002–03, the CRU program was expanded as the AEC gained access to new data sources in some States. The CRU program uses information from external data sources to follow up potential and existing electors who are not correctly enrolled to ensure that they are correctly enrolled. The program also interrogates the AEC roll database to identify addresses requiring follow-up for enrolment purposes and data integrity.

The AEC’s performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 6.

Table 6 Output 1.1.2 – Electoral roll updates: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> Vacant addresses eligible for enrolment are maintained at 10% or less after allowance for non-citizen occupants | Level of vacant addresses approximately 5.5% as at 30 June 2003 |
| <i>Quantity</i> 2.5 million habitations reviewed per annum | 2.476 million unique habitations were reviewed; however, a further 330,000 were reviewed more than once during the financial year |
| 1.4 million enrolment transactions processed from review activities | More than 1.88 million enrolment transactions were processed as a result of review activities |
| <i>Price</i> Less than \$4.50 per habitation reviewed | Cost was below \$4.50 |

Analysis

During 2002–03, 2,393,768 enrolment forms were processed. This shows a national decrease of 4.8 per cent since 2001–02, but represents a 4.7 per cent increase on 2000–01, the previous year in which there was no federal election.

Of those forms, 1.67 million resulted from CRU activities. This may be compared to 1.18 million enrolments from CRU in 2001–02 and represents the positive influence of greater access to quality external data, coupled with CRU initiatives undertaken by the Victorian Electoral Commission.

Of the 1.67 million forms, 1,206,183 resulted from AEC enrolment reminder letters, 157,215 from targeted fieldwork, 49,262 from attendance at citizenship ceremonies by AEC staff and 260,328 from CRU activities undertaken by State and Territory electoral authorities.

In addition, AEC conducted background data-matching, using transport data from New South Wales and Western Australia, to confirm enrolment status at 1.2 million addresses. Such background reviews utilise client data supplied by external agencies to confirm the name and address information held on the roll. Background review is an extremely cost-effective review process, allowing the AEC to confirm the enrolment situation at around 50 per cent of habitations without the need for direct contact with the residents.

Following the background review in New South Wales, over 571,000 enrolment reminder and mail review letters were sent to addresses requiring enrolment follow-up or addresses that had not been reviewed during the CRU cycle. Due to financial constraints not all addresses requiring this follow-up action were included in the mail-out. The mail-out took place in the lead-up to the New South Wales close of rolls. The results of this activity were very encouraging – it resulted in 157,000 enrolment applications, as well as other important roll information such as information on electors who had left their enrolled address. However, the suspension of CRU activity in New South Wales since the close of rolls may have contributed to the overall number of enrolment transactions in New South Wales falling by 4 per cent compared to the number in 2001–02.

By the end of 2001–02, Victoria, Queensland and South Australia had the most complete and continuous CRU programs operating among the States and Territories. As a result of a redivision in Victoria, a mail review of every elector was conducted by the Victorian Electoral Commission just prior to the close of rolls for the State election in November 2002. This review may have contributed to the 7 per cent increase in the volume of enrolment transactions in Victoria during the year.

Suspension of CRU activity in South Australia for six months while local government elections were conducted may have resulted in the State's 34 per cent decrease in overall enrolment transactions during the year. However, the figures for the previous year may have been higher than usual, due to increased enrolment transactions resulting from that year's State and federal elections.

Trends

Despite the influence of electoral events during 2002–03, the volume of enrolment transactions indicated that those States that were undertaking continuous CRU activities utilising a more comprehensive suite of external data were most effectively meeting the requirements of maintaining an accurate and up-to-date roll at any point in time.

Significant changes in the nature of functions or services

The CRU program was expanded during 2002–03 by the addition of five new, high-quality external data sources. They included: monthly change of address data from the Australian Capital Territory Rental Bond Board and the Australian Capital Territory electricity, water and gas authority, ActewAGL; and full client files for the transport authorities of Western Australia, New South Wales and Tasmania. Improved access to change of address data is to be pursued in New South Wales and Western Australia in order to ensure that a more comprehensive suite of CRU data is in use in all States and Territories.

Factors, events or trends influencing performance

The CRU program of mail review and fieldwork for 2002–03 was reduced as a result of the AEC correcting past practice where costs directly relevant to the CRU program were covered through running costs, and not attributed to the program. Within these reduced available funds,

scheduling of activities focused on maximising enrolments by the close of rolls in New South Wales, and maximising the effectiveness of external data sources in Queensland.

The AEC is currently seeking additional funds for the CRU program in order to allow a full program of fieldwork and mail review to be conducted each year.

At 30 June 2003 there were 1,255,949 addresses valid for enrolment at which there were no electors enrolled. This figure is reduced by an estimated 894,618 to account for residences occupied only by persons not eligible for enrolment, which in almost all cases is because they are not Australian citizens.

The AEC estimates that, of the 7.8 million addresses registered on the RMANS address database that are valid for enrolment, 361,331 (5.5 per cent) are vacant.

Performance against customer service charter standards

During the year there were no significant performance issues that relate to the customer service charter standards for Output 1.1.2.

Output 1.1.3 Roll products and services

The AEC provides a service characterised by a high level of accuracy and efficiency in producing roll products and services for joint roll partners, senators and members of parliament, registered political parties, medical and social researchers, government agencies and authorities, the public and the AEC itself.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is summarised in Table 7.

Table 7 Output 1.1.3 – Roll products and services: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> Greater than 98% accuracy in products delivered Greater than 98% of delivery deadlines achieved Achieve a Customer Service Index of 4.0 or greater (scale 0–5) for stakeholder and customer satisfaction with electoral products and services | 98.8% accuracy of products delivered 99.8% of delivery deadlines achieved The client survey was not conducted this year; however, the Roll Products and Services unit received ongoing positive feedback from key client groups regarding the level of satisfaction with the service provided |
| <i>Quantity</i> 100% of ordered products are supplied | 100% of all electoral roll products requested in line with legislative provisions were provided |

Analysis

During 2002–03, the Roll Products and Services unit (RPS) provided a significant number of electoral products to the AEC's joint roll partners and the State and Territory electoral authorities. Those products included rolls for State and local government elections and by-elections and specific products, as required, to support electoral activities and redistributions in States and Territories.

RPS produced certified list information as at the close of rolls for the federal by-election for the Division of Cunningham. It also produced certified list information for the 2002 Tasmanian House of Assembly election and the 2003 State election in New South Wales.

Electoral roll products were provided to:

- medical and social researchers, for medical and social research purposes
- members of the public and government agencies, where data was of a statistical or address nature only
- Commonwealth agencies and authorities, as specified in Schedule 2 of the Electoral and Referendum Regulations 1940
- members of parliament, senators and political parties, in the form of the Elector Information Access System (ELIAS).

More details about information provided during 2002–03 are shown in Appendix E.

RPS continued to produce biannual microfiche for public inspection at AEC offices and State and Territory electoral offices. Microfiche was also provided to the national and State libraries for the same purpose. In February 2003, an additional microfiche was produced as at the close of rolls for the New South Wales State election.

The AEC maintained its tight control on access to electoral roll information and advised both potential and actual clients that electoral roll information could be provided only if access was authorised by the relevant provisions of the *Commonwealth Electoral Act 1918*.

RPS did not conduct a client satisfaction survey during 2002–03, because such surveys are normally carried out every two years and the previous survey was undertaken in 2001–02. However, continual liaison with key stakeholders during the year provided positive feedback on the level of AEC service provision.

Trends

The volume of work sustained by RPS during 2002–03 was comparable with that in previous years and there was no significant change to the ongoing workload of the unit.

Significant changes in the nature of functions or services

There was no significant change in the nature of the functions or services provided by RPS.

Factors, events or trends influencing performance

There were no significant events or trends that influenced the performance of RPS during 2002–03.

Performance against customer service charter standards

RPS maintained its performance in relation to the provision of elector names and addresses for public inspection by ensuring that all AEC offices, State and Territory electoral offices and national and State libraries received updated copies of microfiche biannually.

RPS also continued to provide electoral roll data to members of parliament, senators, registered political parties, government agencies and authorities, medical and social researchers and State electoral authorities within agreed timeframes.

Output 1.1.4 Support services for electoral redistributions

To ensure that federal electoral divisions remain equally representative, their boundaries are periodically 'redistributed' – that is, redrawn – in accordance with Part IV of the *Commonwealth Electoral Act 1918*. Section 59 of the *Commonwealth Electoral Act 1918* sets out the times at which redistributions must commence.

The AEC provides administrative assistance to the redistribution committees and augmented electoral commissions established under Part IV of the *Commonwealth Electoral Act 1918*, comprising: formally documenting processes such as appointments and gazettals; facilitating the public consultation and information process; advertising in relation to suggestions, objections and comments from members of the public; and printing and tabling reports.

The AEC's performance against the indicators and the performance targets set out in the 2002–03 Portfolio Budget Statements is summarised in Table 8.

Table 8 Output 1.1.4 – Support services for electoral redistributions: performance results

| Performance indicator and target | Performance results |
|--|--|
| <i>Quality</i> Redistribution committees have a high level of satisfaction with services provided Services to redistribution committees comply with legislative timeframes | A high level of satisfaction was achieved Support services to redistribution committees were provided in accordance with timeframes |
| <i>Quantity</i> Provide services to one redistribution committee | Support services were provided to three redistribution committees |

Analysis

The redistribution of boundaries in Victoria was completed during the year.

Redistributions commenced in Queensland and South Australia during 2002–03 and are being carried out in accordance with paragraph 59(2)(a) of the *Commonwealth Electoral Act 1918*, which requires that a State be redistributed forthwith after the making of a determination that results in an alteration of the number of members of the House of Representatives to be chosen in the State at a federal election.

Trends

The AEC was required to determine the populations of the States and Territories in February 2003. As a result of this determination, entitlements were altered in Queensland, South Australia and the Northern Territory.

This determination triggered redistributions in Queensland – where the entitlement increased from 27 to 28 members of the House of Representatives – and in South Australia, where the entitlement decreased from 12 to 11 members.

The entitlement of the Northern Territory decreased from two members to one member. However, no redistribution was required for the Northern Territory, which reverts to a single electoral division as a result of the February 2003 determination.

Significant changes in the nature of functions or services

The AEC's website was again used extensively to publish redistribution information, making this material readily accessible to the public. As a new initiative, all public suggestions and comments on suggestions, as well as all objections to proposed redistributions and comments on objections, were made available through the website. This was done at the same time as redistribution documents were being produced for inspection, as required under the *Commonwealth Electoral Act 1918*, allowing for public access by those unable to view the material at AEC offices. There were no other significant changes in the delivery of redistribution functions.

Factors, events or trends influencing performance

There were no significant factors, events or trends influencing performance relating to redistribution services during the reporting period.

Performance against customer service charter standards

During the year, there were no significant performance issues that relate to the customer service charter standards for Output 1.1.4.

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Outcome 2 – Elections, ballots and referendums



Outcome 2 – Elections, ballots and referendums

Table 9 Outcome 2 – Elections, ballots and referendums: summary of resources

| | Budget 2002–03 \$'000 | Actual expenses 2002–03 \$'000 | Budget 2003–04 \$'000 |
|---|-----------------------------|---|-----------------------------|
| Price of departmental outputs | | | |
| <i>Commonwealth Electoral Act 1918 – Election Public Funding</i> | - | 111 | - |
| Total special appropriations | 0 | 111 | 0 |
| Departmental appropriations | | | |
| Output Group 2.1 – Elections, ballots and referendums | | | |
| Output 2.1.1 – Federal elections, by-elections and referendums | 22,833 | 9,313 | 21,874 |
| Output 2.1.2 – Party registrations | 531 | 588 | 509 |
| Output 2.1.3 – Funding and disclosure services | 860 | 820 | 824 |
| Output 2.1.4 – Public awareness campaigns, media releases | 167 | 661 | 160 |
| Output 2.1.5 – Information services | 6,495 | 1,689 | 6,222 |
| Output 2.1.6 – Industrial elections and ballots for organisations | 7,727 | 5,612 | 7,403 |
| Output 2.1.7 – ATSIC elections | 283 | - | 271 |
| Output 2.1.8 – State and local government elections | - | - | - |
| Output 2.1.9 – Advice and assistance in overseas elections | 900 | 1,192 | 862 |
| Total Output Group 2.1 | 39,796 | 19,875 | 38,125 |
| Total revenue from government (appropriations) contributing to price of departmental outputs | 39,796 | 19,986 | 38,125 |
| Revenue from other sources | | | |
| Output Group 2.1 – Elections, ballots and referendums | | | |
| Output 2.1.1 – Federal elections, by-elections and referendums | 401 | 401 | - |
| Output 2.1.3 – Funding and disclosure services | - | 1 | - |
| Output 2.1.5 – Information services | - | 64 | - |
| Output 2.1.6 – Industrial elections and ballots for organisations | 408 | 916 | 420 |
| Output 2.1.7 – ATSIC elections | 5,500 | 6,765 | 834 |
| Output 2.1.8 – State and local government elections | 500 | 884 | 70 |
| Output 2.1.9 – Advice and assistance in overseas elections | 2,112 | 3,012 | - |
| Total revenue from other sources | 8,921 | 12,043 | 1,324 |
| Total price of departmental outputs (Total revenue from government and from other sources) | 48,717 | 31,918 | 39,449 |
| Total estimated resourcing for Outcome 2 (Total price of outputs and administered appropriations) | 48,717 | 32,029 | 39,449 |
| | 2002–03 | 2002–03 | 2003–04 |
| Average staffing level (number) | 352 | 219 | 329 |

Performance

To ensure that its stakeholders and customers were able to participate in electoral events, during the year the AEC continued to provide them with access to, and advice on, impartial and independent electoral services for parliamentary elections, industrial elections, ballots for organisations, Aboriginal and Torres Strait Islander Commission (ATSIC) elections, and services for registering political parties. The AEC also provided advice and assistance in overseas elections.

The AEC's performance under Outcome 2 is measured by the extent to which stakeholders and customers have access to, and advice on, an impartial and independent electoral service, the percentage of voter turnout at electoral events, the extent to which legislative requirements are met and the extent to which the customer service charter standards are met.

The following report outlines the performance of Outcome 2 during 2002–03 in relation to the following elements of elections, ballots and referendums:

- federal elections, referendums and by-elections
- party registrations
- funding and disclosure services
- public awareness campaigns and media releases
- information services
- industrial elections and ballots for organisations
- ATSIC elections
- State and local government elections
- advice and assistance on overseas elections.

Table 10 summarises the AEC's overall performance in relation to the indicators and targets for Outcome 2 identified in the 2002–03 Portfolio Budget Statements.

Table 10 Outcome 2 – Elections, ballots and referendums: overall performance results

| Performance indicator and target | Performance results |
|---|---|
| Extent to which stakeholders and customers have access to, and advice on, impartial and independent electoral services – 100% | Stakeholders and customers were provided with a high level of access to, and advice on, impartial and independent electoral services |
| Percentage of voter turnout at electoral events – 96% | Voter turnout at the Cunningham by-election was 89.53% (the voter turnout at by-elections is usually lower than the standard 96% for federal elections) |
| Extent to which legislative requirements are met – 100% | 100% of legislative requirements were met |
| Extent to which customer service charter standards are met – 100% | 100% of customer service charter standards were met |

Analysis

Following the successful conduct of the 2001 federal election, an evaluation and review process was undertaken to identify areas that would benefit from further development. This review identified a number of desirable enhancements to electronic management and processing systems, forms and supporting manuals.

The success of the Cunningham by-election and the ATSIC elections, both held on 19 October 2002, reflected a thorough and constant level of election preparedness. Numerous ballots were conducted for industrial organisations, work was completed on the redevelopment of the Rollmaker and Easycount systems, and assistance was provided to five State/Territory governments in the conduct of their elections.

A review of the ATSIC Regional Council elections found that the ATSIC election management system, implemented at those elections, performed to specifications. The system provided the ward and candidate information needed for the AEC's Easycount program to electronically count and distribute the votes. The election management and counting programs were also used to advantage in conducting the further elections occasioned by the initial lack of nominations for some vacancies, casual vacancies recounts initiated by the election of the ATSIC commissioners, and other causes.

For the ATSIC Regional Council elections, the Minister for Immigration and Multicultural and Indigenous Affairs approved a pilot project for an indigenous electors roll in Tasmania. The Tasmanian Regional Council election was conducted later than those on the mainland because of challenges involved in creating the indigenous electors roll. No objections to the AEC's role or actions in conducting the ATSIC Regional Council elections were recorded.

Plans and preparations commenced for a trial federal election to be conducted during October and November 2003. This 'practice' event will involve all operational staff using systems and procedures to test their readiness for the next federal election, expected to occur in late 2004 or early 2005.

Contract preparation commenced for the provision of automated postal vote issuing services, cardboard polling equipment, ballot paper, declaration vote certificate envelopes and all other items necessary to conduct the next federal election.

Overseas voting arrangements were well progressed by the AEC working in conjunction with the Department of Foreign Affairs and Trade. Information and training sessions were delivered to consular staff in Canberra and advanced programs were developed for staff in overseas missions. Electronic methods are to be used to provide ballot papers, voting materials and training to overseas voting officers in all missions for the next federal election. This approach is expected to significantly enhance customer service for overseas electors.

Party registration activities are discussed in detail in the report on performance for Output 2.1.2.

A number of AEC staff provided advice and support for overseas electoral activity, particularly in Indonesia, Papua New Guinea and the Federated States of Micronesia. These activities are covered in more detail in the report on performance for Output 2.1.9.

Variations to performance targets

There were no changes in performance targets for Outcome 2 and its supporting outputs from those contained in the 2002–03 Portfolio Budget Statements.

Purchaser–provider arrangements

There were no purchaser–provider arrangements in place for Outcome 2 during 2002–03.

External scrutiny of electoral matters

Parliamentary scrutiny

On 23 June 2003, the Joint Standing Committee on Electoral Matters (JSCEM) tabled *The 2001 Federal Election: Report of the Inquiry into the conduct of the 2001 Federal Election, and matters related thereto*. The AEC made 13 submissions to the inquiry and appeared as a witness on 16 October 2002 and 9 November 2002. The report made 34 recommendations for legislative and administrative reform of the electoral system.

According to the JSCEM, the main findings of the inquiry relevant to Outcome 2 were that:

- electors claiming a provisional vote who do not appear on the electoral roll should be required to validate their entitlement by providing proof of their name and address when claiming a provisional vote
- the close of roll period should remain at seven days
- itinerant elector provisions should be clearly applicable to homeless persons, the itinerant enrolment form should be simplified, and homeless persons should be targeted as part of the public awareness campaign for the next federal election.

The AEC will await the government response to the JSCEM report and any resulting amending legislation before it begins to implement changes to its policies and procedures resulting from this report.

Administrative scrutiny

Federal administrative review

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

There were no applications for review of administrative decisions made in relation to the administration of the election under the AAT Act or the ADJR Act, and no complaints were lodged with the Federal Privacy Commissioner.

However, the Commonwealth Ombudsman accepted for investigation a complaint in relation to the enforcement of a series of non-voting fines. It was subsequently determined that the fines related to several elections at the State/Territory level, and not to any federal electoral event. The complaint was referred to the relevant electoral authority.

State and local government elections

Challenges to the results for the Moreland and Port Phillip council elections conducted by the AEC in March 2002, lodged with the Municipal Electoral Tribunal by a candidate for each election, were withdrawn.

Other reviews

The 2001–02 annual report recorded two complaints lodged. The first was in relation to the 2001 federal election, when an elector lodged a complaint with the Human Rights and Equal Opportunity Commissioner under the terms of the *Disability Discrimination Act 1992*. The elector complained that they had been discriminated against by the AEC in relation to access to a polling place. The complaint was resolved by conciliation and the AEC agreed to conduct polling in suitable alternative premises, subject to availability.

The second was in relation to a complaint lodged by a disabled elector with the Equal Opportunity Commission of Victoria (EOCV) regarding access to a polling place for a local government election. The EOCV dismissed the complaint after determining that it was not capable of being conciliated. The AEC had earlier offered an apology to the complainant together with an undertaking that the AEC would ensure that future premises met the access needs of disabled electors. The complainant had declined to accept the apology.

Judicial scrutiny

2001 federal election

There are no outstanding petitions in the Court of Disputed Returns challenging an election in the 2001 round of federal elections. On 25 June 2003, in respect of the petition listed in the previous annual report as being still before the court, an application for an order nisi challenging the dismissal of an election petition by the Court of Disputed Returns was dismissed by the High Court.

Federal by-elections

There were no petitions to the Court of Disputed Returns or prosecutions for major electoral offences arising from the by-election in the Division of Cunningham during 2002–03.

Industrial elections and ballots for organisations

There were two separate applications for an inquiry into an election for delegates to the branch council in the Australian Hotels Association New South Wales Branch.

The applications were made on the returning officer's interpretation of the rules regarding eligibility for nomination. The court found the returning officer's interpretation to be correct.

A further inquiry is still proceeding as there is a contention that the returning officer wrongly accepted nominations from certain members of the organisation because the records held by the organisation were incorrect at the time.

Aboriginal and Torres Strait Islander Commission elections

There were two election petitions filed with the Federal Court sitting as the Court of Disputed Returns, seeking to challenge various results of ATSIC elections. The court upheld one of the petitions and a fresh election for a regional councillor was ordered. At the time of this report, a date for the fresh election had not been set. The second petition was discontinued.

Other judicial matters

There are two other outstanding matters concerning the AEC that, at the time of this report, were yet to be listed for hearing before the High Court. One of these matters relates to the constitutional validity of compulsory voting, while the other concerns the right to appeal against a Federal Court judgment against an injunction application in 2001.

Developments since the end of the financial year

There have been no developments since the end of the financial year that have affected or may affect Outcome 2 operations or results.

Output 2.1.1 Federal elections, by-elections and referendums

Output 2.1.1 covers issues related to the planning, management, evaluation and reporting of the conduct of federal elections, by-elections and referendums.

During 2002–03, the AEC's activities in support of Output 2.1.1 included conducting one by-election and commencing preparation and planning for a trial election scheduled to occur during October and November 2003. The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 11.

Table 11 Output 2.1.1 – Federal elections, by-elections and referendums: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> | |
| In accordance with timetables, 100% of operational systems, equipment and procedures are in place and on time for the electoral event | Updates and enhancements to operational systems, equipment and procedures progressed according to the timetable, to ensure that they will be completed and in place prior to the next electoral event |
| 100% of legislative requirements are met by the AEC | By-election requirements were fully met All legislative requirements were met for the electoral events held during the year |
| Logistical capacity to conduct 100% of by-elections | Systems, equipment and procedures were in place to successfully conduct the Cunningham by-election held in October 2002 |
| Between 5% and nil electoral litigation cases will have costs ordered against the AEC | The proportion of electoral litigation cases in which costs were awarded against the AEC was less than 5% |
| 100% of complaints of electoral offences against the Commonwealth Electoral Act are dealt with appropriately | All complaints were dealt with appropriately |
| <i>Quantity</i> | |
| Maintain a level of preparedness which will enable the conduct of one federal election, if called, and any necessary federal by-elections | Systems, equipment and procedures were in place for the electoral events held during the year Timetables were met |

Analysis

The AEC conducts parliamentary elections in accordance with the requirements of the *Commonwealth Electoral Act 1918*. During 2002–03, one by-election was conducted.

During 2002–03 preparations for the conduct of the next federal election were well progressed, in accordance with the recommendations and timetable adopted at the national operations meeting held in Canberra in March 2002. Preparations also commenced for the trial election scheduled to occur during October and November 2003.

The AEC's computerised election management system underwent a review during the year, and several subsystems were enhanced to achieve greater efficiencies. A new redistribution processing subsystem was completed, impacting on the polling place management subsystem and improving the processing of polling place maintenance transactions. Additionally, preparatory work was undertaken to upgrade the election processing subsystems of the AEC's roll management system, a task that will be completed in the 2003–04 financial year in readiness for the next federal election. The main areas to be affected are the automated postal vote issuing subsystem and the declaration vote scrutiny subsystem.

Tender processes for the provision of automated postal voting services, scanning of certified lists of electors, ballot paper stock and declaration vote certificate envelopes were undertaken during the financial year.

Training materials for polling officials were redeveloped and new electronic learning aids, including an electronic version of the presenter's guide, were introduced. An electronic presenter's guide was successfully trialled at the Cunningham by-election.

Materials planning officers met at a conference in Canberra in May 2003 to discuss the logistics required for the next federal election, including production arrangements for forms and materials. The meeting was followed by a national operations conference in June 2003, held to finalise arrangements for the trial election, which will ensure that systems and procedures are in readiness for the next federal election.

Following the successful publication of the Election Procedures Manual for divisional offices on the AEC intranet in 2001, a head office version was developed during 2002–03. The manuals will be electronically linked to each other and to the *Commonwealth Electoral Act 1918* to provide a quick reference tool.

Trends

In the 58 years since the end of World War II there have been 23 general elections for the House of Representatives, at an average frequency of 2.52 years (under the three-year limit for terms of election to the House of Representatives).

In the period from 1993 to 2003 there were four general elections (held on 13 March 1993, 2 March 1996, 3 October 1998 and 10 November 2001). This suggests that recently there has been a trend for the House of Representatives to go closer to full term.

During the period from 1998 to 2003 the AEC also conducted the 1999 referendums, five by-elections (in the divisions of Aston, Cunningham, Holt, Isaacs and Ryan) and one supplementary election (in the Division of Newcastle).

Significant changes in the nature of functions or services

During 2002–03 the AEC commenced a major rewrite of programs used to manage polling place catchment data and to calculate notional first preference and two candidate preferred votes and histories following polling place appointments or after abolitions and redistributions of divisions. It is expected that these changes will provide the AEC with better polling place management tools and will also give a better basis for calculating election-night swings. Work was also undertaken that will result in significant improvements in arrangements for the employment of temporary election staff at the next election.

Factors, events or trends influencing performance

During the reporting period, central office and New South Wales resources were involved in running the Cunningham by-election. This required the diversion of resources from preparations for the next federal election. It also provided an opportunity to field-test training materials for polling officials, including an electronic version of the presenter's guide.

Funding constraints caused the level of election preparation undertaken to be less than preferred.

Performance against customer service charter standards

There were no significant performance issues that relate to customer service charter standards for Output 2.1.1 during 2002–03.

Output 2.1.2 Party registrations

The Register of Political Parties is maintained by the AEC to:

- facilitate nominations, verify party endorsements and facilitate the printing of party names on ballot papers for federal election purposes
- identify parties eligible to receive public funding and parties eligible to receive electoral roll products
- identify parties required to submit annual returns of income, expenditure and debts.

In support of Output 2.1.2, the AEC maintains and reviews the register, processes changes to details contained in the register, processes applications for the registration of political parties for federal election purposes, and makes information about aspects of registered parties publicly available.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 12.

Table 12 Output 2.1.2 – Party registrations: performance results

| Performance indicator and target | Performance results |
|---|--|
| <i>Quality</i> 100% compliance with legislative requirements | All applications were processed in accordance with the provisions of the <i>Commonwealth Electoral Act 1918</i> |
| The Register of Political parties will at all times be 100% accurate and current | A review of the ongoing eligibility of 21 of the parties on the register was carried out in 2002–03 |
| 100% of registration of new parties and amendments to the register will occur within specified timeframes | One application was processed within stated timeframes and one was not, due to the need for detailed consideration of objections to the application |
| <i>Quantity</i> Capable of processing all applications and changes to the register during the year (estimate 10 applications and 80 changes to be processed) | Two applications for registration were received, with processing of one application remaining incomplete at the end of the reporting period Three parties were deregistered (one voluntarily) 41 changes to the register were processed, comprising one change of name, eight changes to registered officer details, three appointments of deputy registered officers, five changes to party secretary details, 18 changes to party agent details and six changes to party contact details |
| <i>Price</i> Less than \$11,300 per application or change to the register | The average cost per application was \$9,500 The average cost per change to the register was \$130 |

Analysis

One of the major influences affecting the number of political parties registered is the likelihood of an election. In 2002–03, the low level of applications received for registration reflected the low likelihood of an election in the reporting period.

One new party was registered during the period. Although two applications for registration were received, the processing of one could not be finalised by the end of the period due to the need for detailed consideration of objections to that application. The consideration, which was ongoing at 30 June 2003, involved obtaining legal advice on a range of complex matters plus further information from the party and the ‘objectors’.

Changes to the party registration provisions of the *Commonwealth Electoral Act 1918*, effective from 15 July 2001, gave the AEC the power to conduct reviews of the eligibility of registered parties to remain registered. The AEC continued this activity in 2002–03, and three parties were deregistered as a result. However, due to an ongoing legal challenge to the AEC’s power to

conduct such reviews, the process of reviewing the register, which was originally commenced in 2001, could again not be finalised this year.

The legal challenge to the AEC's powers to review the registration of existing parties also caused problems in relation to the registration of new parties, as it was not possible to complete the cross-matching of party membership details required by the *Commonwealth Electoral Act 1918* without having received membership details from all parties, and the party mounting the legal challenge did not provide such details.

During the year the AEC efficiently processed a number of changes to the party details contained in the register.

Trends

There were two applications for party registration received in 2002–03. This was eight fewer than in 2001–02. Such a decrease is not unexpected in the period after an election.

Significant changes in the nature of functions or services

There were no significant changes in the nature of functions or services provided.

Factors, events or trends influencing performance

The July 2001 amendment to the *Commonwealth Electoral Act 1918* providing the AEC with powers to review the existing registrations of political parties had a significant impact on the AEC's workload during 2002–03. This was partly because of the workload inherent in what is a relatively new AEC responsibility, and partly because of the obstacles to completing such reviews that arose from both the legal challenge to the amendment and the stipulations of the amendment itself.

The AEC will not be able to fully assess the impact of the July 2001 amendment on AEC performance at least until the legal challenge is resolved.

Performance against customer service charter standards

The Register of Political Parties was kept up to date and publicly available as required. A list of registered political parties was made available on the AEC's website.

Output 2.1.3 Funding and disclosure services

The purpose of the disclosure provisions of the *Commonwealth Electoral Act 1918* is to enhance the integrity of the electoral process by allowing the electorate to be well informed about the major donors to political parties, groups and candidates and the levels of expenditure of those involved in the electoral process. Those provisions, along with the provisions for public funding for eligible election candidates, are administered by the AEC through Output 2.1.3.

In support of Output 2.1.3, the AEC receives and processes the various financial disclosure returns required under the *Commonwealth Electoral Act 1918*, making them publicly available for inspection at the required times. The AEC also conducts a program of compliance reviews of disclosures by political parties and associated entities. After each election, the section calculates and pays public funding entitlements to candidates according to provisions of the *Commonwealth Electoral Act 1918*.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 13.

Table 13 Output 2.1.3 – Funding and disclosure services: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> | |
| 100% compliance with legislative requirements | No instances of failure to comply with disclosure requirements were prosecuted by the AEC in 2002–03 |
| 100% of public funding payments comply with statutory requirements and timeframes | Payments of public funding for the Cunningham by-election complied with statutory requirements and timeframes |
| 100% of annual returns and candidate returns lodged will be available for public inspection on prescribed dates | All annual and election financial disclosure returns received by the relevant cut-off dates, as well as those late returns received by the public availability date, were available for public inspection on schedule |
| 100% of legislative timeframes are met for publication of returns | All timeframes were met |
| <i>Quantity</i> | |
| 180 annual returns | 147 annual returns were processed, comprising 81 party returns and 66 associated entity returns 39 amendments to party returns and two amendments to associated entity returns were also processed |

| Performance indicator and target | Performance results |
|---|--|
| 1,000 donor returns | 955 donor returns were processed There were also 41 election returns processed. These comprised 13 candidate, 10 third party and eight broadcaster and publisher returns for the Cunningham by-election. Nine late candidate returns and one late third party return for the 2001 federal election were processed |
| Capable of conducting compliance investigations in accordance with requirements (estimated to be 100) | 45 compliance reviews were conducted |

Analysis

As required by the *Commonwealth Electoral Act 1918*, financial disclosure returns are lodged with the AEC by registered political parties, associated entities and donors to political parties. The AEC's program of compliance reviews seeks to assess the extent of compliance by political parties and associated entities with their disclosure responsibilities.

The AEC continued to undertake this program on the basis of risk assessments during 2002–03. This approach was adopted to enable the AEC to efficiently use its limited resources and to ensure public confidence that the disclosure provisions of the *Commonwealth Electoral Act 1918* were being met. The number of compliance investigations conducted during 2002–03 was fewer than anticipated, due to a lack of appropriate staffing resources and a concentration on revising the procedures and business approach applied to compliance reviews. As a result, compliance reviews were appropriately prioritised to maintain the integrity of the program.

The availability of disclosure returns on the AEC's website continued to be popular, with many members of the public and the media accessing the information in 2002–03. The availability of the disclosure returns on the website meant that members of the public and, particularly, the media were able to more readily and closely examine and analyse the disclosure returns than was previously possible. This impacted directly on the work of the AEC during 2002–03, as the inquiries received in relation to these returns continued to increase in number and complexity. Minor enhancements were made to the website during the reporting period. The AEC will continue to review the site's functionality to ensure that information is readily accessible and easy to understand.

The AEC also continued to administer public election funding for eligible candidates. Candidates and Senate 'groups' who receive at least 4 per cent of the formal first preference votes in an election qualify for public funding. Public funding is paid to the respective political party for endorsed candidates and to the candidates, or their appointed agents, if they are unendorsed. The *Commonwealth Electoral Act 1918* requires that public funding payments be made in two stages. The first payment is 95 per cent of the entitlement, based on the number of votes counted by the twentieth day after polling day. The second payment is made once all vote counting has been finalised and is the remainder of the entitlement.

The rate of election funding payable at the Cunningham by-election was \$1.84253 per vote. The total amount of public funding paid in respect of the by-election was \$110,783.96. Payments were made in accordance with the timetable set out in the *Commonwealth Electoral Act 1918*.

Trends

There continued to be an increase in the media's use of the annual financial disclosure returns data provided on the AEC's website, with data from the disclosure returns often being quoted in articles published or broadcast. The number of subscribers to the automated 'advice of updates to the website' service also increased.

Significant changes in the nature of functions or services

Changes to the funding and disclosure provisions of the *Commonwealth Electoral Act 1918* made during 2002–03 impacted on the procedures followed by the AEC, requiring a revision of those procedures as well as a reconsideration of the resources allocated to the compliance review program.

Factors, events or trends influencing performance

Changes to Part XX of the *Commonwealth Electoral Act 1918* made during 2002–03 will have an impact on the operation of the compliance review program. However, full assessment of that impact was not possible by the end of the reporting period.

As mentioned above, the number of compliance investigations was smaller than anticipated, due to the lack of appropriate resources. Additionally, resources were prioritised in order to revise the procedures and business approach applying to compliance reviews.

Performance against customer service charter standards

Those 2001–02 annual disclosure returns received by the due date for lodgment were made available for public inspection on the date required by the provisions of the *Commonwealth Electoral Act 1918* and the undertakings in the customer service charter. In addition, a number of returns provided after the cut-off date for lodgment but before the public inspection date were made available. Returns received after the relevant public inspection date were also made available for inspection after processing.

Public funding payments were made in accordance with the requirements of the *Commonwealth Electoral Act 1918*, as promised in the charter.

Output 2.1.4 Public awareness campaigns, media releases

Section 7 of the *Commonwealth Electoral Act 1918* requires the AEC 'to promote public awareness of electoral and Parliamentary matters by the means of the conduct of education and information programs and by other means'.

Public awareness campaigns were undertaken during the financial year with the aim of increasing public knowledge of, and participation in, the electoral process and, specifically, the October 2002 Cunningham by-election and 2002 ATSIC Regional Council elections. The public awareness campaigns included advertising and public relations activities and publications.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 14.

Table 14 Output 2.1.4 – Public awareness campaigns, media releases: performance results

| Performance indicator and target | Performance results |
|--|--|
| 96% voter turnout | Turnout of eligible voters at the 2001 Cunningham by-election was 89.51% (while this figure is lower than the standard voter turnout of 96% at federal elections, it is comparable with the turnouts at previous by-elections) |
| 96% of votes are formal | 92.26% of votes cast at the Cunningham by-election were formal |
| 80% awareness and understanding by the public of AEC electoral campaigns | This is an indicator that is measured during federal elections through funded independent market research – no comparable measurement instrument was available in 2002–03, a non-election year |
| Information provided is 95% accurate | All printed publications and media releases were accurate |
| 75% of AEC stories get media coverage | This is an indicator that is measured during federal elections through funded independent market research – no comparable measurement instrument was available in 2002–03, a non-election year; however, media releases received wide coverage |
| 100% voter coverage is achieved through advertising campaigns | This is an indicator that is measured during federal elections through funded independent market research – no comparable measurement instrument was available in 2002–03, a non-election year; however, advertising and public relations activities were undertaken and a by-election leaflet was mailed to all electors for the Cunningham by-election |

Analysis

Public awareness campaigns were conducted leading up to the Cunningham by-election and the ATSIC 2002 Regional Council elections. Polling day for both these events was 19 October 2002, with the exception of the Tasmanian part of the ATSIC elections, which was conducted by postal ballot in November 2002.

The Cunningham by-election campaign comprised advertising, media releases and a mail-out to households of a voter leaflet aimed at increasing the knowledge and participation of eligible electors. The key campaign messages were encouraging enrolment, promoting voter services and promoting correct ballot completion. Local and regional media outlets in the Division of Cunningham were targeted and broad media coverage was achieved.

An integrated information and education campaign was undertaken jointly by the AEC and ATSIC for the 2002 ATSIC Regional Council elections. The activities of the campaign included national radio and print enrolment advertising, regional polling place advertising, advertising via the ATSIC website, and promotional products, publications, videos and posters. In addition, community electoral information officers worked in remote and urban areas for three months ahead of the elections, to inform eligible electors about the upcoming elections and ways to participate.

Media releases were prepared and media interviews conducted following the Commissioner's determination in February 2003 – under section 48 of the *Commonwealth Electoral Act 1918* – of the numbers of members of the House of Representatives to be chosen in the next federal election in each State and Territory. Further media releases were made and media interviews continued as the ensuing work of redistribution committees in Queensland and South Australia commenced.

Public awareness activities were conducted to promote the AEC's role during celebrations of Australia Day and of the 100th anniversary of the birth of our federal electoral system.

Targeted advertising aimed at increasing electoral knowledge and participation levels among senior electors was undertaken.

A series of advertisements and posters were developed as part of an AEC youth promotion to encourage eligible young Australians to enrol. The development process included a number of focus testing sessions involving groups of young people, conducted at the AEC electoral education centre in Canberra. The AEC continued to conduct enrolment drives, mount displays and undertake other activities to target eligible young electors.

The Youth Electoral Study was launched in May 2003 by the AEC in partnership with the Australian National University and the University of Sydney, partly funded by the Australian Research Council. This initiative will include a longitudinal research study of young Australians designed to ascertain their knowledge, attitudes and behaviours toward electoral participation. A wide range of media outlets was successfully targeted to disseminate information about the study.

The Central Office Information Section issued 25 media releases to national, metropolitan, regional, local and specialist media outlets during the financial year. In addition, AEC State head offices issued a number of local releases.

Trends

No trends affecting Output 2.1.4 were observed during the 2002–03 financial year.

Significant changes in the nature of functions or services

There were no significant changes in the nature of functions or services relating to public awareness campaigns or media releases during the reporting period.

Factors, events or trends influencing performance

Compared to the staffing levels that were in place for the 2001 federal election, there was a reduction in the AEC staff resources available in 2002–03 to undertake public awareness activities. There were no additional significant changes in factors, events or trends influencing the AEC's performance relating to public awareness campaigns or media releases.

Performance against customer service charter standards

There were no significant performance issues identified during the year that relate to the customer service standards for Output 2.1.4.

Output 2.1.5 Information services

A range of AEC information services and products are provided through Output 2.1.5 to ensure that the public has access to accurate and timely electoral information, including:

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

A dedicated national AEC call centre operates during election periods. During non-election periods, telephone calls to the national 13 23 26 number are diverted to the nearest divisional office.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 15.

Table 15 Output 2.1.5 – Information services: performance results

| Performance indicator and target | Performance results |
|--|---|
| <i>Quality</i> Information provided is 95% accurate 95% of customer inquiries are fully resolved within 24 hours 95% of publicly accessible information, including the website, is up-to-date, user-friendly and accessible | Published information was accurate Accurate performance monitoring of customer inquiry turnaround is not readily available because the AEC is uniquely devolved across 146 sites, most of which comprise no more than three staff; however, based on individual customer feedback, the AEC believes its customer inquiry handling compares favourably to that of other government agencies User information on the website was up-to-date, user-friendly and accessible |
| <i>Quantity</i> 100% of AEC information publications are accessible through the AEC website | All printed publications produced in 2002–03 were accessible through the AEC website Detailed 2001 election statistics at polling place level were available free of charge on CD-ROM and could be ordered through the AEC website |
| <i>Price</i> All information standard products are available free of charge to AEC customers Specialist publications supplied at cost-recovery prices only | All information standard products were available free of charge Specialist publications, including some detailed maps, were supplied at cost-recovery prices only |

Analysis

During 2002–03 electoral information was provided in various formats. An important medium was the AEC website – a major source of daily contact between the AEC and its customers. The website operated efficiently during the year, handling approximately 29 million hits and 3 million page views.

This year an internal review of the website was undertaken, seeking feedback to equip the AEC to better understand and meet the needs of customers. The internal review led to a number of enhancements based on customer and AEC staff suggestions, including the consolidation of candidate information and the provision of an additional subscriber facility for 'Education Programs and Resources'.

The customer inquiry email service (info@aec.gov.au) was well utilised and received approximately 3,000 requests for information, including more than 396 overseas elector inquiries. A comprehensive post-election publishing and products strategy was implemented, providing information in a variety of easily accessible formats for AEC clients. Post-election publications and information products included:

- *Electoral Pocketbook*
- *The 2001 Election Results map*
- *The 2002 Divisional Profiles*
- *The 2001 Election Results* CD-ROM, incorporating the *Behind the Scenes Election Report*
- *The 2001 Election Results* five-volume printed series, incorporating the *Behind the Scenes Election Report*.

These publications and products were produced in a range of formats, including print, CD-ROM and HTML (hypertext markup language) format for placement on the website. A consistent, integrated design theme for post-election publications was implemented, promoting and enhancing the AEC's corporate image.

In addition to the 2001 election-specific publications, a range of ongoing information products and publications were produced, including:

- *Newsfile no. 106 Commencement of 2002 Victorian Redistribution*
- *Newsfile no. 107 Proposals for Victoria Announced*
- *Newsfile no. 108 ATSIC 2002 Election Results*
- *Newsfile no. 109 Final Boundaries for Victoria Announced*
- *Newsfile no. 110 Commencement of the 2003 Redistribution Process*
- The pamphlet *Your Vote: A guide to your Electoral System*.

Trends

No trends affecting Output 2.1.5 were observed during 2002–03.

Significant changes in the nature of functions or services

There were no significant changes in the nature of functions or services provided.

Factors, events or trends influencing performance

During 2002–03, greater use was made of the AEC website to publish election materials, resulting in a more effective and efficient service to AEC customers.

Performance against customer service charter standards

The AEC continued to respond promptly and appropriately to requests for information. A comprehensive range of information products and publications were made available as part of this information service.

Output 2.1.6 Industrial elections and ballots for organisations

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

The AEC’s performance against the indicators and performance targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 16.

Table 16 Output 2.1.6 – Industrial elections and ballots for organisations: performance results

| Performance indicator and target | Performance results |
|--|--|
| <i>Quality</i> 100% of legislative and other requirements are met | 100% of requirements were met No election inquiries were conducted that concerned legislative requirements Policies and procedures were reviewed prior to the introduction of new legislative requirements in May 2003 |
| Less than 1% court challenged elections upheld through AEC procedural faults | During the reporting period 597 industrial elections were conducted and two elections were court challenged One challenge was withdrawn, no challenges were upheld and no elections were overturned |
| 98% satisfaction by stakeholders | Positive comment about the AEC industrial ballots was received No formal or significant complaints were received The customer service charter standards were met |
| <i>Quantity</i> 100% capability to conduct all elections | All elections were completed in accordance with election timetables specified |
| <i>Price</i> Full cost-recovery for commercial elections | All quotations for elections and ballots were conducted on a full cost-recovery basis |

Analysis

The AEC conducted 597 elections for registered industrial organisations during 2002–03. This increase on the previous year’s total of 426 reversed the gradual decline in numbers of industrial elections and ballots that had been occurring in recent years.

During 2002–03 the AEC also conducted 72 fee-for-service ballots, all with full cost-recovery.

Trends

In the 2000–01 annual report, it was suggested that the lower election figures resulted from reduction in trade union membership or the amalgamation of unions during the 1990s. The 2000–01 annual report also discussed the proposition of a four-year election cycle, which would reach a low in 2001–02 before increasing. The upward trend observable in 2002–03 supports this theory. The increase in the number of industrial elections conducted from 2001–02 to 2002–03 represented an upward trend of 40.14 per cent.

The AEC has traditionally used the number of elections conducted as its key indicator when reporting and analysing trends. Given the reduction in the number of unions in the 1990s, and the accompanying changes to the structures of many registered industrial organisations, the AEC is reviewing this key indicator and considering alternatives.

Interestingly, there has been a considerable increase in the numbers of candidates contesting industrial elections. For example, in 2002–03, in the 597 elections conducted by the AEC there were 8,395 candidates involved, while in 1999–2000, by contrast, there were 623 elections involving 7,025 candidates. In 2003–04 the AEC will gather information on this and other drivers that may provide a better base for analysing the AEC's performance into the future.

Revenue from fee-for-service elections reduced because of decreased activity.

Significant changes in the nature of functions or services

Prior to changes made to the *Workplace Relations Act 1996* in May 2003, the AEC conducted elections for offices only in registered industrial organisations. Due to the 2003 changes, registered industrial organisations can now have the election of non-offices conducted by the AEC.

Additionally, the AEC is now required to prepare reports on all the industrial elections it undertakes and make them available to key stakeholders.

Factors, events or trends influencing performance

Work was completed on the redevelopment of the electronic Easycount and Rollmaker systems. Easycount is a computer application for the electronic counting of votes, including distributing preferences. Rollmaker is an application used in compiling an electronic electoral roll from the membership records of a union or organisation. Together, these systems are critical to the AEC's operational efficiency in the conduct of industrial elections and ballots. The redevelopment of these programs allows the AEC to take advantage of modern technology that will deliver long-term benefits and efficiencies to the AEC and its clients.

The AEC completed its review of the policy and procedures manual used by AEC staff in the conduct of industrial elections and ballots. The AEC also undertook a review of its election plans for the conduct of major elections to ensure national consistency in the application of rules. Following the introduction of new arrangements under the *Workplace Relations Amendment (Registration and Accountability of Organisations) Act 2002* in May 2003, a further review to

incorporate new procedures arising from the new legislation commenced. This review will be completed in the second half of 2003.

Work was also completed on the Eventmanager system – a nationally integrated events management system that provides a single application for the management of all industrial elections, including improved record-keeping and reporting functions.

Funding constraints impacted on the capacity to undertake a number of Industrial and Commercial Elections (ICE) project activities, causing delays in the rollout of the enhanced systems and review of ICE manuals.

Performance against customer service charter standards

The AEC customer service charter requires that the AEC provide clear and accurate procedures and ballot paper instructions. The low informal voting rate, of under 1 per cent, achieved in 2001–02 was maintained in 2002–03. Given that industrial election voting systems are often complicated and are less familiar to voters than federal election voting systems, this low percentage suggests that ballot paper instructions and advice on election procedures were clearly understood by the voters.

New legislation introduced in May 2003 requires declaration voting to be used in all postal ballots for registered industrial organisations. While some organisations currently have some form of declaration voting, many others do not. The AEC will work closely with stakeholders and client organisations to facilitate and monitor this process.

Output 2.1.7 ATSIC elections

The AEC is responsible for the conduct of Aboriginal and Torres Strait Islander Commission (ATSIC) Regional Council and Torres Strait Regional Authority (TSRA) elections. These elections are conducted every three years in accordance with the *Aboriginal and Torres Strait Islander Commission Act 1989*, the Regional Council Election Rules and TSRA Election Rules. The AEC also conducts elections for commissioners, zone representatives and other officeholders. Output 2.1.7 covers these activities.

In 2002–03 the AEC conducted 35 Regional Council elections, 21 casual vacancy recounts, 17 zone representative elections, officeholder elections in all 35 regions and officeholder elections for the Board of Commissioners.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 17.

Table 17 Output 2.1.7 – ATSIC elections: performance results

| Performance indicator and target | Performance results |
|--|---|
| <i>Quality</i> | |
| 100% of legislative and other requirements met | All legislative requirements were met in the conduct of ATSIC electoral services |
| Between 5% and nil ATSIC electoral litigation cases in which costs are ordered against the AEC | Costs were not awarded against the AEC in any of the cases taken to the Court of Disputed Returns |
| 98% satisfaction by stakeholders | ATSIC reported full satisfaction with the conduct of the Regional Council elections and the subsequent zone, officeholder, casual vacancy and further elections |
| 100% capability to conduct all ATSIC Regional Council, zone and officeholder elections | The AEC was able to conduct all ATSIC Regional Council, zone and officeholder elections within the budgeted capacity |
| 100% logistical capacity to conduct elections for ATSIC casual vacancies as they occur | The AEC was able to conduct elections for all ATSIC casual vacancies as they occurred |

Analysis

On 19 October 2002 the AEC conducted elections to elect representatives to the 34 ATSIC Regional Councils on mainland Australia. The election for the Tasmanian Regional Council was held by postal ballot closing on 12 November 2002. In this round of elections 1,194 nominations were received for the 388 Regional Council vacancies and 53,326 electors participated, representing an increase in elector participation of 8.45 per cent on the figures recorded for elector participation in the 1999 general round of Regional Council elections. In nine wards elections were not required – for six wards this was due to the number of candidates being equal to the number of vacancies and in the other three wards insufficient nominations initiated further elections. The AEC also conducted elections for the zone representatives and the Board of Commissioners and Regional Council officeholders' positions.

The AEC conducted 21 casual vacancy recounts. These recounts were for the 16 vacancies created when regional councillors were appointed as regional commissioners and for the five positions made vacant when councillors died or retired.

Nominations were received for all of the casual vacancy recounts and no by-elections were required. The Federal Court declared the election in the Daly River ward to be void and the matter was referred to ATSIC. Details of casual vacancies and further elections are provided in Appendix I.

The terms of the two TSRA councillors were extended for one year. Elections for those positions are now expected to be conducted in 2004.

Trends

The information gathered from the 2002 ATSIC Regional Council elections provided various trend indicators. One example is that, while the greater proportion of electors in this round of elections

were female, the majority of the candidates who stood for election were male. This candidate ratio was broadly reflected in the gender distribution of the election results, where the majority of successful candidates were male. While no trend can be derived from a single event, this information will be used to focus the information and participation advice provided for electoral events.

Previously it had been observed that the geographic location of a region appeared to have an impact on voter numbers, in that non-metropolitan areas recorded a higher participation rate than did metropolitan regions. An information campaign undertaken for the 2002 Regional Council elections increased the overall participation on mainland Australia, with a significant increase in most metropolitan areas.

While the trend has been for elector participation to increase at each general round of elections, the increase has been smaller with each election. This could indicate that information campaigns based upon increasing participation have reached their target audience and should be amended to reinforce the culture of participation.

Further work will be undertaken to verify the most cost-effective method of maintaining participation rates.

Significant changes in the nature of functions or services

To facilitate the conduct of the 2002 ATSIC Regional Council elections, an ATSIC election management system, designed to meet the specific requirements of ATSIC elections, was implemented. This ensured that a uniform service was provided to all electors and that candidate and ward data was available in electronic format. Using the AEC's Easycount program the votes were counted and distributed. For this round of elections counting was undertaken in the AEC's State head offices. The election management and counting programs were also used to conduct the further elections occasioned by the lack of initial nominations and the casual vacancies recounts initiated by the election of the ATSIC commissioners and other causes.

For the 2002 Regional Council elections the Minister for Immigration and Multicultural and Indigenous Affairs approved the trialling of an indigenous electors roll in Tasmania. While there were no objections to the AEC's role in conducting the election, the methodology of determining eligibility applied by the Independent Indigenous Advisory Committee appointed by the Minister for Immigration and Multicultural and Indigenous Affairs was called into question. The roll facilitated the conduct of the elections but the elector participation rate was reduced to a greater degree than had been anticipated.

Factors, events or trends influencing performance

The service level agreement between the AEC and ATSIC continued to ensure that the strong working relationship enjoyed by the two organisations met their requirements and expectations. During 2002–03, formal strategic and operational meetings were conducted to ensure that agreed performance targets and performance indicators were met. The service level agreement is to be renewed in 2003–04.

Performance against customer service charter standards

All electoral events were completed on time and in accordance with the legislation. The formalised relationship between the AEC and ATSIC ensured that the agreed customer service standards were met and all of the AEC’s obligations under the service charter were fulfilled during the year.

Output 2.1.8 State and local government elections

The extent to which the AEC conducts or assists in State and local government elections depends on a number of factors including, but not limited to: the AEC’s legislative requirements, the extent to which State legislation enables AEC involvement in State or local government elections, and the extent to which the AEC successfully tendered for local government elections conducted on a commercial basis. Assistance in State and local government elections is provided through Output 2.1.8.

Within this context, the AEC maintained an appropriate level of readiness and provided a range of assistance – from providing electoral roll information to conducting State elections – during 2002–03.

The AEC’s performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 18.

Table 18 Output 2.1.8 – State and local government elections: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> | |
| 100% of legislative and other requirements met | All legislative and other requirements were met for all elections |
| 98% satisfaction by stakeholders | A high level of satisfaction was expressed by stakeholders, with positive feedback being received on the AEC’s roles and assistance |
| 100% capability to conduct or assist in all elections contracted to the AEC | Target was met Capacity to conduct or assist in all elections was maintained |
| <i>Price</i> | |
| Full cost-recovery | All elections were run on a cost-recovery basis |

Analysis

During the year the AEC was involved in the conduct of State government elections in Tasmania and New South Wales, State by-elections in New South Wales and Queensland, and local government elections in Tasmania, New South Wales, Queensland, Victoria and South Australia.

In accordance with optical mark-reading scanning contracts held with a number of States and Territories, the AEC's electoral roll scanning system was used for the production and subsequent checking of rolls for the New South Wales State election, Tasmanian State election, three Tasmanian upper house elections, the New South Wales Londonderry by-election and 18 New South Wales council elections. The system provided information on apparent non-voters and enabled cases where voters may have voted more than once to be followed up.

New South Wales assistance

The New South Wales State Electoral Office (SEO) is responsible for both State and local government elections. The local government elections due in late 2003 were postponed until March 2004. The AEC has formal arrangements with the SEO relating to joint roll management and ongoing informal arrangements to provide electoral assistance when requested.

The AEC responded positively when requested to assist in the 2003 State election by the New South Wales State Electoral Commissioner. Assistance was provided for the conduct of elections for both the Legislative Assembly and the Legislative Council. Staff were seconded to assist with the central counting of Legislative Council ballot papers and all offices provided assistance with declaration vote admission after polling day. All legislative requirements were met and a high level of customer service was achieved. Costs were fully recovered.

South Australian assistance

Voting in South Australian local government elections is non-compulsory and elections are held every three years by postal ballot. The South Australian local government legislation prescribes the State Electoral Commissioner as the returning officer for each area. The AEC was approached by the State Electoral Commission to conduct 20 council elections and appropriate numbers of staff were appointed as deputy returning officers.

Queensland assistance

In accordance with the Queensland Joint Rolls Arrangement the AEC in Queensland provided roll products for one State by-election and 25 local government elections during 2002–03.

Victorian assistance

Voting in Victorian local government elections is compulsory for residents, except those aged 70 years and over. Council elections are held on a three-year cycle. The State legislation allows each council, the AEC or the Victorian Electoral Commission to conduct local government elections.

The AEC conducted one local government election, which was a by-election for the Shire of Pyrenees. Voting in the by-election for a councillor for the Glenmona Riding district in the Shire of Pyrenees was conducted entirely by post and closed on 21 February 2003. The AEC met all its legislative and contractual obligations in relation to the by-election.

Tasmanian assistance

The Tasmanian Electoral Office (TEO) has responsibility for State and local government elections. Since 1994, the AEC has had formal contractual arrangements in place with the TEO to provide election assistance for these types of elections. Under the arrangements, the AEC provides the expertise and field resources of its returning officer network for either full postal or conventional attendance elections.

The AEC helped conduct the Tasmanian House of Assembly elections held during July 2002, as well as three periodic Legislative Council elections held during May 2003. All legislative and contractual requirements were met and a high level of customer service was achieved. Costs were fully recovered.

During October 2002, the AEC in Tasmania assisted in the conduct of local government elections for 27 of the 29 councils in the State. The elections for mayors, deputy mayors and councillors were conducted by post and were resource intensive, particularly at the time of conducting the count. All legislative and contractual requirements were met to the satisfaction of all customers. Costs were fully recovered.

Trends

In New South Wales the close of roll advertising campaign for the State election, coupled with a targeted mail-out, saw a significant rise in the enrolment of 18 to 21 year olds for the State election. Political parties in New South Wales continued to target electorates with postal vote applications, and the portion of electors voting by post continued to rise.

Information gathered from the two rounds of South Australian local government elections indicated a higher participation rate in postal ballots in comparison to attendance ballots. There was a continuing trend towards a higher return rate in the rural areas of South Australia than in the metropolitan regions.

Significant changes in the nature of functions or services

Following the 2000 South Australian local government elections, it was decided to amalgamate certain functions and processes to achieve cost savings and reduce duplication of effort between the South Australian SEO and the AEC in relation to further local government election activities. Joint project teams were established to take responsibility for producing ballot papers and staffing the computer count centre. The joint approach reduced workloads for both organisations.

Factors, events or trends influencing performance

AEC resource levels continued to be a factor determining the extent of the AEC's possible involvement in State and local government elections.

Performance against customer service charter standards

The AEC met the requirements of the customer service charter. Any issues raised were thoroughly investigated and any necessary action was finalised promptly.

Output 2.1.9 Advice and assistance in overseas elections

One of the AEC’s functions under the *Commonwealth Electoral Act 1918* is:

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

Output 2.1.9 involves activities to address this function. In 2002–03 advice and assistance in overseas elections was provided in a number of different locations. The AEC’s performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 19.

Table 19 Output 2.1.9 – Advice and assistance in overseas elections: performance results

| Performance indicator and target | Performance results |
|--|--|
| <i>Quality</i> 100% of international assistance by the AEC meets the goals specified for individual projects undertaken 98% stakeholder satisfaction | All specified commitments were met Feedback from stakeholders in relation to the manner in which the AEC met its commitments was uniformly positive |
| 100% ability to assist with requests for advice and assistance in overseas elections from clients in accordance with Australian foreign policy | 100% ability to respond effectively to requests for advice and assistance was maintained |

Analysis

Papua New Guinea

The AEC has been providing support to the Papua New Guinea Electoral Commission (PNGEC) since April 2000 as part of an AusAID funded project designed to build the skills of commission staff and to enhance their capacity to plan and conduct national elections. The first phase of the project concluded on 30 June 2003.

From July to December 2002 the AEC had a team of four officers in Papua New Guinea on three-month rotations. These officers were joined by a number of short-term advisers. From March 2003 two AEC advisers were engaged on short-term deployments to Papua New Guinea to undertake specific project activities. AEC officers worked jointly with the PNGEC on project goals

and established productive and strong links. Significant achievements and activities over the past year included:

- conducting an evaluation of the PNGEC's administration of the 2002 national elections and producing an evaluation report detailing findings and recommendations
- conducting an evaluation of, and producing an evaluation report on, the effectiveness of the common roll (the electoral roll) compiled by the PNGEC
- conducting training, and developing plans, procedures, training materials and revised operational manuals and forms, to assist the PNGEC to prepare for elections under the new limited preferential voting system
- providing technical advice about the maintenance and enhancement of the PNGEC's information technology systems
- developing, implementing and evaluating a community awareness program for supplementary elections in the Southern Highlands
- preparing financial forecasts for the supplementary elections
- hosting four PNGEC staff to enable them to participate in work placements and study programs with the AEC during the conduct of the 2002 ATSIC elections
- building capacity among PNGEC staff to enhance their skills, knowledge and experience.

AusAID has recorded its thanks to the AEC for its delivery of all project inputs stipulated by the project design documentation and for the professionalism and commitment the AEC showed in implementing the project.

As discussed in the joint AEC–PNGEC *Evaluation Report on the 2002 Election*, logistical and security problems impacted on the conduct of the national elections in Papua New Guinea in June 2002. The AEC subsequently worked together with AusAID and the PNGEC to consider options to reshape the project so it could respond effectively to the evolving needs of the PNGEC.

Federated States of Micronesia

In September 2002, as part of an AusAID funded project, two AEC officers provided technical assistance to the Federated States of Micronesia (FSM) to implement a nationwide computerised voter registration system and process. Prior to its implementation, an officer of the Pohnpei State Election Commission travelled to Australia to work with the two officers, to design and test the system that was subsequently implemented across all four states of the FSM. The three officers then travelled to FSM to work with state and national election administrations to implement the system. The first major test of the system was the March 2003 congressional elections, which by all accounts showed the registration system and process to have been an outstanding success.

Indonesia

In November 2002 the AEC commenced an AusAID funded program to conduct selected modules of the Building Resources in Democracy, Governance and Elections (BRIDGE) electoral administrators' course (discussed in more detail below) with staff of the Indonesian General Election Commission (KPU), and to identify possible areas for future assistance.

The project developed a version of BRIDGE tailored to the KPU's operational framework; undertook a translation of BRIDGE materials into Bahasa Indonesia; conducted train-the-facilitator (TTF) sessions, resulting in a pool of trained facilitators within the KPU; and piloted selected modules of BRIDGE within the KPU. The project also assisted the KPU to examine its wider training needs.

The project also reviewed the KPU's information technology systems and planning for elections due in 2004, and provided advice and information to the KPU and AusAID, as well as to other stakeholders such as international donors.

The project was well received by all involved. The KPU Deputy Secretary-General, after witnessing the impact of the project, stated that he saw the BRIDGE course as constituting the standard form for all KPU internal training. AusAID also indicated its satisfaction, and extended the project by two months to July 2003. The AEC made recommendations to AusAID on further assistance that might be provided to the KPU in the lead-up to the 2004 elections.

Thailand

In February 2003 the AEC and the Election Commission of Thailand (ECT) entered into a memorandum of understanding outlining the desire of the two organisations to undertake cooperative projects.

As a result, two officers from the ECT travelled to Australia to undertake work placements with the AEC in the areas of information technology and voter education and information. The officers spent time in the AEC central office, as well as in the New South Wales and Victorian head offices. The exchange of information was of value to both organisations, with new ideas and knowledge being shared relating to many areas of the AEC's and ECT's operations.

Pacific Islands, Australia and New Zealand Electoral Administrators' Network

At the request of network members, the AEC continued to host the Secretariat of the Pacific Islands, Australia and New Zealand Electoral Administrators' (PIANZEA) Network.

The third biennial AusAID funded PIANZEA workshop was held in Fiji in July 2002. A total of 38 participants attended the workshop from American Samoa, Australia, Cook Islands, East Timor, FSM, Fiji, French Polynesia, Kiribati, Marshall Islands, Niue, Samoa, Tonga, Tuvalu and Vanuatu. Also represented was the International Institute for Democracy and Electoral Assistance (IIDEA). The workshop was conducted in English and French. Feedback received from participants regarding the benefits of the workshop was uniformly positive.

The Electoral Process Information Collection (EPIC) Project is a partnership of IIDEA, the International Foundation for Election Systems (IFES) and the United Nations Development Program. The project is an online database of election related information presenting comparative country-by-country data on electoral systems, laws, management and administration. An EPIC hub was established within the PIANZEA secretariat during 2002–03, with AEC staff taking

responsibility for researching, collating and updating the information on the Pacific region in the EPIC database.

International conferences

In February 2003 an officer of the AEC's International Services Section attended the Commonwealth Secretariat's workshop Claiming the Future: A Commonwealth Workshop on Political Participation, Voter Education and Young People – held in Cardiff, Wales – presenting a paper on the AEC's electoral education programs. The Deputy Electoral Commissioner represented the AEC at the IIDEA Seventh Member States' Electoral Management Bodies Conference in New Delhi, India, in February 2003. A member of the International Services Section presented a paper on implementing voter registration systems in developing democracies in the Pacific region.

An officer of the International Services Section attended the Global Electoral Organisations conference held in Mexico City, Mexico, in March 2003, as a representative of the PIANZEA Network, and presented a paper on the origins, achievements and challenges of the PIANZEA Network, and a paper on implementing voter registration systems in developing democracies.

ATSIC election international visitor program

An international visitor program was held during the ATSIC elections in October 2002. The program, conducted out of Darwin, specifically focused on issues to do with remote polling. A total of 21 participants attended the program from Australia, East Timor, Fiji, India, Lesotho, Malaysia, Mauritius, Namibia, Palau, Papua New Guinea, South Africa, Sri Lanka and Tonga. Feedback received from participants was enthusiastic, and indicated a very high level of satisfaction with the program.

International delegation briefings

A number of short visits were hosted during the year from delegations or officials wishing to obtain specific information about the AEC's activities. Among them were delegations from Cambodia, Indonesia, Vietnam, the Republic of Korea, New Zealand, Papua New Guinea and Lesotho.

BRIDGE electoral administrators' course

The AEC continued to develop the BRIDGE electoral administrators' course with its partners, IIDEA and the United Nations Electoral Assistance Division.

BRIDGE utilises a modular design, allowing for flexibility in its development and use. The following modules have been designed and developed:

1. An introduction to electoral administration
2. Electoral systems
3. Public outreach

4. Boundary delimitation
5. Voter registration
6. Contestants
7. Preparation for the electoral event
8. Polling and counting
9. Observers
10. Strategies for sustainability.

During 2002–03 a website was launched, at <www.bridge-project.org>, providing full access to materials for accredited and registered facilitators.

The AEC continued to support the conduct of BRIDGE in a wide range of countries. For example:

- a TTF course was conducted in Stockholm, Sweden
- BRIDGE activities from modules 1, 3 and 5 were conducted at the PIANZEA workshop in Fiji
- all BRIDGE materials were translated into Bahasa Indonesia, and TTF sessions and various modules of the BRIDGE course were conducted by the AusAID funded AEC project in Jakarta
- the AEC supported IIDEA's running of parts of BRIDGE in Mozambique
- the United Nations Electoral Assistance Division began translating certain modules of BRIDGE into Arabic and planning the implementation of Module 5 (Voter Registration) in Palestine.

In addition to the external conduct of BRIDGE, Module 1, 'An Introduction to Electoral Administration' was used for internal AEC staff training in Canberra in March 2003, in Queensland and Victoria in May 2003, and in New South Wales in June 2003.

Trends

During 2002–03 demand placed upon the AEC, in terms of its capacity to provide electoral assistance to foreign countries, continued to increase. The focus of this trend continued to be the South-East Asia and Pacific regions, with medium-term to long-term projects being pursued in countries such as Papua New Guinea and Indonesia. This trend is expected to continue in the foreseeable future, and is being driven from two sources: requests originating from countries themselves, and direct requests from the Department of Foreign Affairs and Trade or from AusAID. In addition, the AEC receives requests for staff to take part in various missions for diverse international bodies, including the United Nations, IIDEA and IFES.

Significant changes in the nature of functions or services

There were no significant changes in the nature of the functions or services of this output during 2002–03.

Factors, events or trends influencing performance

The AEC continued to monitor the strong growth in demand for its overseas services, noting – as discussed in the 2001–02 annual report – the potential for that demand to exceed the AEC's capacity to provide such services, either because of peaks in demand for its services in Australia or because of inadequate ongoing resources. In 2002–03 resource constraints meant that a position in the International Services Section was unable to be filled, limiting to some extent the AEC's capacity to pursue proactively opportunities for electoral assistance which might otherwise have been available.

The delivery of services overseas has the potential to be affected when demand for international assistance coincides with an Australian election or other significant operational requirement. Areas that may be impacted include the AEC's capacity to provide assistance and the availability of suitable staff to undertake the overseas missions.

A more long-term issue is the extent to which the AEC will be able to meet, from existing resources, the increasing demand for its international services. While funding for the direct costs of overseas deployments is often provided by bodies such as AusAID, the costs of maintaining an ongoing skills base and capacity to provide high-quality professional international services, as well as to develop, review and enhance products to meet the needs of overseas countries, are not covered by such external funding. To date the AEC has covered such costs from existing resources. However, if international demand continues for the specialised products that the AEC has been developing, the AEC may need to seek additional funding to fully realise the benefits of its activities and innovations for Australia's international profile in the field of governance enhancement.

Performance against customer service charter standards

The output's performance against the customer service charter was excellent. This was evident throughout the day-to-day services provided by the AEC to overseas organisations, in which it continued to respond promptly and appropriately to requests for information. The AEC acted with honesty and integrity when dealing with foreign counterparts and with care and diligence when sending officials overseas, and complied with all applicable Australian laws.

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AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002-03

Outcome 3 – Electoral education



Archived for historical research only

Outcome 3 – Electoral education

Table 20 Outcome 3 – Electoral education: summary of resources

| | Budget 2002–03 \$'000 | Actual expenses 2002–03 \$'000 | Budget 2003–04 \$'000 |
|---|-----------------------------|---|-----------------------------|
| Price of departmental outputs | | | |
| Departmental appropriations | | | |
| Output Group 3.1 – Electoral education | | | |
| Output 3.1.1 – Electoral Education Centres | 1,814 | 1,509 | 1,814 |
| Output 3.1.2 – School and community programs | 6,580 | 4,242 | 6,580 |
| Total Output Group 3.1 | 8,394 | 5,751 | 8,394 |
| Total revenue from government (appropriations) contributing to price of departmental outputs | 8,394 | 5,751 | 8,394 |
| Revenue from other sources | | | |
| Output Group 3.1 – Electoral education | | | |
| Output 3.1.1 – Electoral Education Centres | - | - | - |
| Output 3.1.2 – School and community programs | 140 | 3 | 50 |
| Total revenue from other sources | 140 | 3 | 50 |
| Total price of departmental outputs (Total revenue from government and from other sources) | 8,534 | 5,754 | 8,444 |
| Total estimated resourcing for Outcome 3 (Total price of outputs and administered appropriations) | 8,534 | 5,754 | 8,444 |
| | 2002–03 | 2002–03 | 2003–04 |
| Average staffing level (number) | 72 | 54 | 67 |

Performance

The AEC continued to provide a range of electoral education programs aimed at various target groups within the Australian community during 2002–03.

The AEC’s education programs and activities are subject to a range of performance measurement processes. These include the recent electoral education program evaluation, information obtained during the development of an education refocus discussion paper, questionnaires evaluating sessions and activities, client demand for services, and feedback from the education sector.

The following report details performance results for Outcome 3 in relation to the elements of electoral education, namely:

- electoral education centres (EECs)
- school and community programs.

Table 21 summarises the AEC’s overall performance in relation to the indicators and targets for Outcome 3 identified in the 2002–03 Portfolio Budget Statements.

Table 21 Outcome 3 – Electoral education: overall performance results

| Performance indicator and target | Performance results |
|---|--|
| The level of understanding by the Australian community of electoral matters – 75% | A baseline study conducted in June 2003 indicated high levels of understanding about enrolment and voting – for example, 96% of respondents knew that it was compulsory to be enrolled to vote |
| The level of understanding of electoral events and process by participants in education sessions and activities – 75% | The recent electoral education program evaluation, information obtained during the development of an education refocus discussion paper, questionnaires evaluating sessions and activities, and consistent client demand for services all indicate that this target was exceeded |
| Level of customer satisfaction – 95% | Questionnaires evaluating sessions and activities, feedback from clients and demand for services indicate that this target was exceeded |

Analysis

The AEC continued to provide a range of electoral education programs aimed at various target groups within the Australian community. Budget constraints affected certain areas of service delivery – in particular, the number of visitors to the Melbourne EEC, teacher classroom release to attend the Your Vote Counts program and the amount of resource materials provided to the education sector.

However, the AEC’s electoral education programs operated effectively throughout the year, attracting high participation levels across programs generally. Information gathered from a range of sources – including a recent education programs evaluation conducted by an external consultant, post-session and activity questionnaires, and consistently positive feedback at major

education conferences and events such as the 2003 Discovering Democracy national forum – indicated that the programs were highly regarded by participants and stakeholders alike.

As a follow-up to an electoral education programs evaluation undertaken by an external consultant and completed the previous year, a senior educationalist was seconded to the AEC from the Australian Capital Territory Department of Education, Youth and Family Services to develop a discussion paper canvassing options for electoral education. As was the case during the external evaluation, information obtained during the development of the discussion paper clearly indicated that there was a high level of customer satisfaction with all the AEC's education programs.

During the year the education function was included in five areas of the AEC's work that were the subject of a refocus study by the Strategic Advisory Committee. As result of this process, electoral education has been included as Strategy 8 – Community Awareness Electoral Strategy – of the AEC's strategic themes. The Strategic Advisory Committee also decided that there should be a shift in focus from education to public awareness, and greater priority given to young people at or near to voting age.

Particular highlights during the year were as follows:

- the Canberra EEC achieved a new record throughput with 68,756 visitors, mainly students and teachers, attending sessions at the centre during the year
- divisional and EEC staff collected more than 14,000 completed electoral enrolment forms from young people during the conduct of education activities
- a new record of 1,128 trainee teachers attended Your Vote Counts electoral education workshops or sessions.

Variations to performance targets

During the year there were no changes in performance targets for Outcome 3 and its supporting outputs from those contained in the 2002–03 Portfolio Budget Statements.

Purchaser–provider arrangements

There were no purchaser–provider arrangements in place for Outcome 3 during 2002–03.

Developments since the end of the financial year

Responsibility for the Melbourne EEC was transferred from the Victorian head office to central office as of 1 July 2003.

Output 3.1.1 Electoral education centres

The EECs in Canberra, Melbourne and Adelaide are a very important component of the AEC's education programs. In addition, the AEC provides support for an EEC operated by the Western Australian Electoral Commission and has recently entered into a three-year memorandum of understanding to continue support for the Perth EEC.

At these centres, groups normally participate in 90-minute sessions, each of which includes an introduction to Australian democracy, a display room activity where participants work with interactive computers and displays, and a mock election or referendum. Sessions designed to fit in with school curriculum requirements and/or the needs of particular groups are also presented.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 22.

Table 22 Output 3.1.1 – Electoral education centres: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> 95% of participants leave AEC education sessions with an enhanced understanding of electoral events and processes 90% of electoral education programs meet needs of all participants | Evaluation questionnaires and the Electoral Education Programs Evaluation indicated that this indicator was achieved Evaluation questionnaires, the Electoral Education Programs Evaluation and consistently very positive feedback at education conferences indicated that this indicator was achieved |
| <i>Quantity</i> 115,000 visitors 3,200 sessions 95% of requests are met | The total number of visitors for 2002–03 was 93,096, plus 6,000 participants in outreach activities The Melbourne EEC had a reduction in participant numbers of 16,396 (50%) due to budget and staffing constraints that restricted throughput 2,749 sessions were conducted While this target was met on most occasions, some schools were unable to attend the Canberra and Melbourne EECs – in Canberra this was due to the EEC being fully booked for some weeks, mainly during the second half of the year, resulting in approximately 6% of requests not being able to be met; in regard to the Melbourne EEC, approximately 40% of requests were unable to be met |
| <i>Price</i> Less than \$600 per session | The cost per EEC session was \$370.23 over 2,749 sessions |

Analysis

Evaluation questionnaires, completed at the end of each EEC session or activity, plus the recent Electoral Education Programs Evaluation all indicated that EEC programs were very effective and those EEC clients who were able to attend sessions were highly satisfied during 2002–03. A further indication of success was the consistent high demand for EEC sessions. The activities of particular EECs are described below.

The EEC managers, central office staff and some other education staff met once during 2002–03 to discuss EEC management and administration and the development of resources, and to contribute to a paper making recommendations on the future direction of electoral education in the AEC.

Melbourne EEC

Melbourne's EEC catered for 16,308 visitors during the year, half the number achieved in 2001–02. The major reason was that staffing constraints restricted the number of sessions that could be conducted. The EEC offered sessions for primary, lower, middle and senior secondary schools, and Victorian Certificate of Education (VCE) students. Council for Adult Education students, community groups, Training and Further Education (TAFE) students and university undergraduates also visited the EEC. Added to those groups during 2002–03 were students undertaking Vocational Education and Training programs, the Victorian Certificate in Applied Learning and the TAFE Certificate in Work Education. Staff continued to develop curriculum resources and materials to support EEC programs, including by addressing changes to desired outcomes in the VCE curriculum.

Off-site programs included school elections, student forums and teacher development activities. A total of 5,368 participants were involved in these outreach activities. Strategies were put in place at the end of the financial year to increase throughput and broaden the range of marketing and outreach activities.

Perth EEC

The Perth EEC is operated by the Western Australian Electoral Commission (WAEC). In 2003 the AEC entered into a three-year memorandum of understanding with the WAEC to provide for the continued support of the Perth EEC.

AEC provided funding during the year for the replacement of displays, and AEC resource materials. The Perth EEC operated very successfully in 2002–03, with a throughput of 9,062 visitors plus a further 9,919 participants in outreach activities.

Adelaide EEC

The Adelaide EEC is jointly funded by the AEC and the South Australian Electoral Commission. During 2002–03 the Adelaide EEC had 8,032 visitors, which was comparable to the totals reached in other recent years.

Electoral education programs in South Australia were tailored to fit with school curricula and the South Australian standards and accountability frameworks. Evaluation questionnaires indicated a high degree of satisfaction with the program content.

Canberra EEC

The Canberra EEC's location at Old Parliament House proved to be very successful during the year, producing increased demand and very satisfied clients. Not only was last year's increase in visitors matched, but a new record of 68,756 visitors was achieved. A further 98 groups, representing some 3,500 participants, were unable to be accommodated due to the EEC being fully booked.

The Canberra EEC has been targeting, in particular, New South Wales mid-secondary school students, with the aim of increasing the numbers of secondary students attending the EEC. Initial results were encouraging. The EEC also provided school curriculum based sessions for senior secondary students.

The introduction of a public electoral display area in the Senate Wing public access area of Old Parliament House in 2001–02 proved very popular. Approximately 38,000 members of the public visited the Senate Wing during the year. A new video program, on the conduct of the 2001 federal election, was added to the choice of programs available in the public display area theatre.

Trends

Client demand for EEC services remained at a high level, with the Canberra EEC recording its highest ever visitor total. Melbourne EEC throughput declined by 50 per cent as a result of a major reduction in the number of available sessions. Plans have been put in place to increase marketing and promotion, plus some changes to target groups, with the aim of improving throughput in the coming year. The Adelaide EEC visitor numbers were very similar to the previous year's.

Figures 3, 4 and 5 show trends in visitor numbers to the Canberra, Melbourne and Adelaide EECs.

Figure 3
Visitors to the Canberra EEC

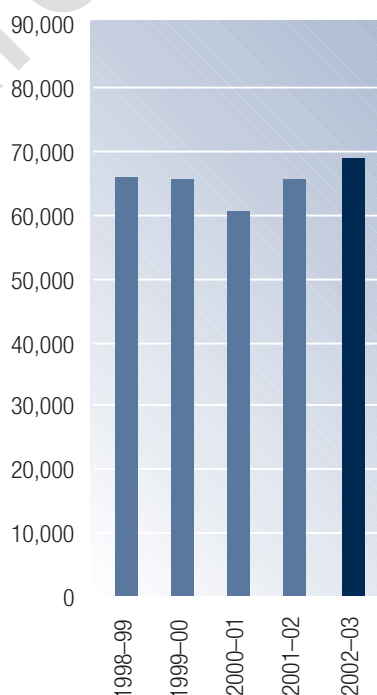


Figure 4
Visitors to the Melbourne EEC

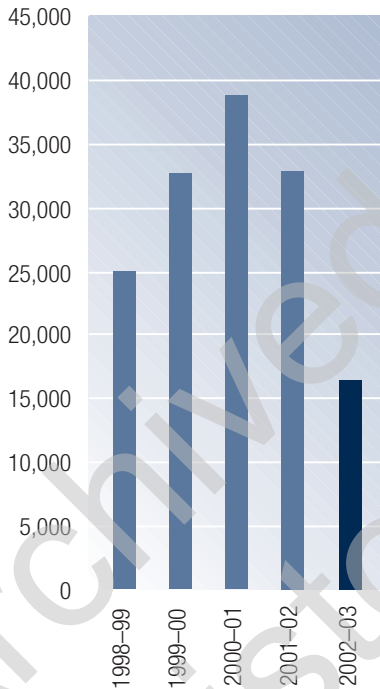
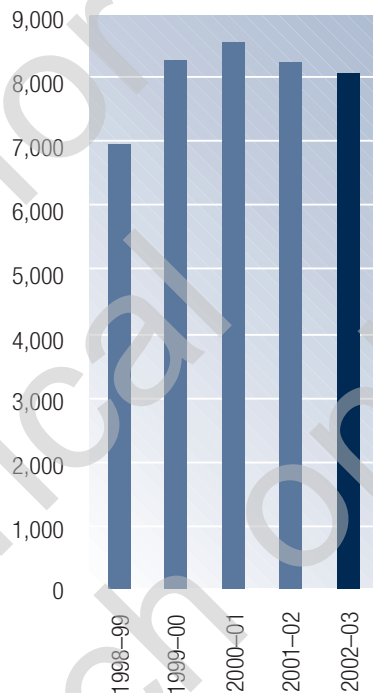


Figure 5
Visitors to the Adelaide EEC



Significant changes in the nature of functions or services

Following a refocus by the Electoral Commissioner, EECs have increased their targeting of older students and people generally close to or at enrolment age. This will have some effect on visitor numbers due to the average group sizes for older students being smaller than for primary school students.

Factors, events or trends influencing performance

The Government's national Discovering Democracy civics and citizenship education project continued to generate significant interest and participation in EEC activities.

Although the functions of the Melbourne EEC remained relatively unchanged during the year, in the second half of the year the availability of the centre's services was reduced due to management policies restricting staffing and bookings. In a number of cases, however, client requests were met by referring the client to the relevant divisional office. Where possible, the divisional staff provided the requested service through the School and Community Visits Program, discussed in the report on Output 3.1.2.

Performance against customer service charter standards

Information obtained through evaluation questionnaires, letters and verbal feedback indicated that appropriate customer service standards were achieved by Output 3.1.1 during 2002–03.

Output 3.1.2 School and community programs

The School and Community Visits Program (SCVP) is an important component of the AEC's education activities. This program involves AEC staff, mainly from divisional offices but also from head offices and EECs, visiting schools and community groups within their divisions to present electoral education and information sessions. The program also includes some activities with an indigenous focus.

The AEC's performance against the indicators and targets set out in the 2002–03 Portfolio Budget Statements is shown in Table 23.

Table 23 Output 3.1.2 – School and community programs: performance results

| Performance indicator and target | Performance results |
|---|---|
| <i>Quality</i> 95% of participants leave SCVP sessions with an enhanced understanding of electoral events and processes Requests for electoral educational resources satisfied 85% of participants in teacher professional development sessions leave with an enhanced understanding of electoral processes and classroom teaching strategies Requests for electoral education State/Territory curriculum support satisfied 98% level of customer satisfaction | The Electoral Education Programs Evaluation, evaluation questionnaires and feedback from teachers and participants indicated an increased level of understanding by participants, showing that this target was met Requests for educational resources were satisfied The Electoral Education Programs Evaluation, evaluation questionnaires and feedback from teachers indicated an increased level of understanding by participants, showing that this target was met Requests for curriculum support and input were satisfied The Electoral Education Programs Evaluation, feedback from teachers and participants, and a continuing high level of demand for services indicated that this target was met |
| <i>Quantity</i> 85,000 participants 10 teacher development sessions conducted | The number of participants was 146,446 There were 30 professional development sessions conducted – four with practising teachers and 26 with student teachers |

Analysis

The SCVP, under which mainly divisional staff conduct sessions and activities in schools and with community organisations, operated in 2002–03 in a very similar manner to the previous year, with 146,446 participants. Most States and Territories had similar attendance figures to those reached in the previous year, with the exception of the Northern Territory and Tasmania, where numbers declined. There was a small increase in the number of secondary participants overall and a similar sized decrease in the number of primary participants.

The national School and Community Education Visits working party met once to discuss development of resources and to contribute to a paper making recommendations on the future direction of electoral education in the AEC.

A peer support scheme operated throughout the year, mainly involving experienced divisional office staff members accompanying less experienced divisional staff on school and community visits, to provide advice and support. In New South Wales some local resource materials were developed by peer support members.

State highlights

Particular highlights during the year were in the States of New South Wales and South Australia.

New South Wales

In New South Wales the overall direction of the School and Community Visits Program emphasised conducting information and education sessions, in conjunction with enrolment drives, for high school students, particularly in Years 11 and 12. The program also continued in primary schools throughout New South Wales and the Australian Capital Territory.

The refocusing of the education program on high school students, in conjunction with other initiatives, saw a significant increase in the percentage of young people enrolled to vote in New South Wales during 2002–03. Supporting strategies included the conduct of enrolment drives at university orientation weeks, TAFE week activities and career markets, where large numbers of young people at or about voting age can be targeted. In the lead-up to TAFE week, letters and enrolment posters were sent out to the directors of each of the major TAFE institutes.

Participants in Bridge the Gap (a staff development initiative whereby staff develop the skills required for Divisional Returning Officer positions) attended presentation skills training aimed at equipping staff with the skills necessary to present sessions to high school students. The course was conducted by staff from the Canberra EEC.

South Australia

The South Australian head office conducted a pilot youth enrolment initiative in the Division of Boothby with staff from the Adelaide EEC, assisted by divisional staff, targeting Year 12 students for enrolment and information dissemination purposes. This was achieved by means of conducting short sessions with Year 12 students in high schools. While early indications were very positive, this initiative was still being evaluated at the end of 2002–03.

A pilot Youth Advisory Committee (YAC) project was conducted by staff from the Adelaide EEC and two divisional offices. There are some 67 YACs – funded through the State government Office for Youth and attached to local councils in metropolitan and country areas – spread across South Australia. The project involved conducting a ballot for the new YAC being formed in the Clare and Gilbert Valleys Council area, 90 kilometres north of Adelaide. A program was developed, based around two local high schools and the young people in the wider community, to provide electoral information and outline the nomination and election process. It included education sessions at the schools and for the wider community, and culminated in a ballot involving some 300 students.

Excellent feedback was received from all involved in the project. The model was fully documented and evaluated, so it can be used for similar projects in other local council areas. The project was followed up with the conduct of a debate and referendum, at the May 2003 youth forum YACfest 03, involving 300 young participants.

New resources

A major resource completed and distributed during the year comprised two versions of a video about the 2001 federal election. *Every Vote Counts* is a 14-minute version intended for use during school sessions and short presentations. *Delivering Democracy* is a 60-minute version and provides detailed coverage of the preparation for and conduct of a federal election in Australia.

Another newly published resource was the booklet *History of the Aboriginal Vote*. This publication proved very useful and popular during the 2002 Aboriginal and Torres Strait Islander Commission (ATSIC) elections and was widely distributed to Aboriginal communities, organisations, and appropriate educational institutions.

Indigenous activities

During the year, the AEC undertook a limited range of education activities with an indigenous focus. Of these, the very extensive information and enrolment program carried out for the 2002 ATSIC Regional Council elections was by far the most significant. One component of this program included approximately 60 indigenous Community Electoral Information Officers undertaking fieldwork in their home areas during a period of about 10 weeks. A wide range of resource materials – including an election guide, leaflets, posters, stickers, promotional items and video programs – was developed to support the fieldwork.

Curriculum development and support activities

The AEC's Education Section conducted an audit of State and Territory curriculum frameworks during the year, with the aims of developing more relevant programs and resources to support school and classroom based electoral education programs and of identifying opportunities to market the AEC's electoral education programs.

The audit identified, for example, an opportunity to target New South Wales mid-level secondary students through the Canberra EEC. Early results were encouraging, with an increase in participation among New South Wales students at this level.

The Education Section also continued participating in a range of Discovering Democracy meetings held to discuss various projects being conducted in association with the Australian Government's Discovering Democracy civics and citizenship initiative. The most significant of the meetings was a national meeting of State and Territory Discovering Democracy curriculum officers.

In June 2003, the AEC participated in the annual Discovering Democracy national forum. Feedback from the forum and other Discovering Democracy meetings indicated that the education sector valued the AEC's electoral education programs and activities very highly.

Professional development programs

The Your Vote Counts professional development program was conducted nationally for both in-service and pre-service teachers during the year. Targeting during the year concentrated on trainee teachers, with a total of 1,128 education students participating in 26 sessions. This represented a major increase on the 506 education students participating in 17 sessions in 2001–02. Three workshops were conducted for practising teachers, with a total of 150 participating. Due to the high cost of workshops for practising teachers conducted during school terms, together with limited available funding, future workshops of this type have been planned for school holiday periods. Workshops and sessions were conducted in New South Wales, Victoria, Queensland, Tasmania and the Australian Capital Territory.

Comments from participants continued to indicate a very high level of client satisfaction with Your Vote Counts activities, and showed that there was an ongoing need for this program in the primary and secondary education sectors.

Other professional development presentations addressing aspects of electoral education were conducted by staff at the AEC's EECs. These included presentations to:

- school faculty and staff meetings
- English as a second language and TAFE adult literacy teachers
- Bachelor of Education students.

These too received very positive responses from participants.

Conferences

Apart from various Discovering Democracy conferences and meetings, AEC staff participated in a range of other education conferences during the past year. Activities conducted included presentations, workshops, and electoral education resource displays.

Trends

Information on trends for the School and Community Visits Program is contained in Figure 6.

Significant changes in the nature of functions or services

The major change in the output's services, occurring mid-year, was the increase in the emphasis placed on targeting secondary school students, particularly in mid to upper secondary levels, and the accompanying reduction in the numbers of primary school participants. This change of emphasis is having an increasing impact on participant data.

Factors, events or trends influencing performance

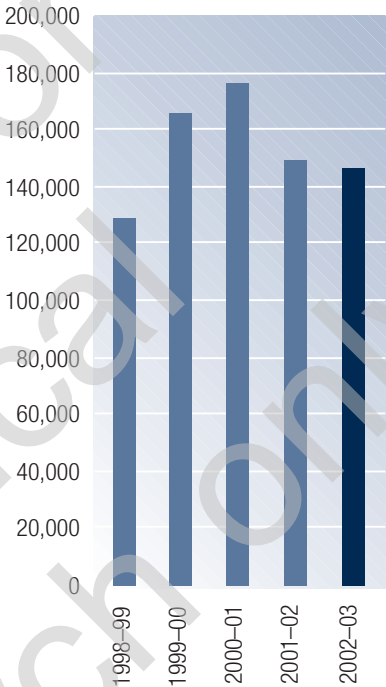
The AEC continued to widely publicise its electoral education outreach programs through the Government's Discovering Democracy civics and citizenship initiative and through a range of education publications, forums and conferences.

During the year, mandatory testing of the civics and citizenship module was introduced for Year 10 history and geography students undertaking the New South Wales School Certificate. This has seen an increase in the numbers of requests for high school information and education sessions received by the AEC.

Performance against customer service charter standards

The Electoral Education Programs Evaluation, plus other information obtained through evaluation questionnaires, letters and verbal feedback at education conferences and other activities, indicated that appropriate customer service standards were achieved.

Figure 6 Participants in School and Community Visits Program sessions and activities



Financial performance and future operations



AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002–03



Analysis of the AEC's financial performance

The Australian National Audit Office audited the AEC's Financial Statements without qualification.

The Statement of Financial Performance for the period ended 30 June 2003 shows a net surplus (before Capital Use Charge) higher than was estimated in the Portfolio Budget Statements 2002–03. The surplus is due to increased revenue from fee-for-service activities and capping salaries to a base level, resulting in lower employee and supplier expenses.

The surplus is also increased due to the required accounting treatment for funds provided to implement some enrolment provisions of the *Electoral and Referendum Amendment Act (No. 1) 1999*. As the regulations pertaining to the provisions are not yet in place, the AEC has not utilised the funding provided. The accounting treatment recognises the appropriation revenue in the year in which it is provided, and contributes to a major portion of the surplus, being \$3.66 million. The accumulated funds relating to this source of revenue are shown under Note 5B on page 144, as a component of Appropriation Receivable.

The Statement of Financial Performance comparison of actual revenues and expenses for 2002–03 against those for 2001–02 shows a significant decrease in total revenue of general appropriation Bill No.1 and expenses due to the cyclical nature of AEC activities and the fact that 2002–03 was a 'post-event' year. The AEC has a three-year cycle, normally being: a 'pre-event' year with some additional funding in preparation for the coming 'event' year; an 'event' (that is, federal election) year with a significant increase in funding for the election; and a 'post-event' year with no additional funding.

The level of sales of goods and services is also higher than that forecast in the Portfolio Budget Statements 2002–03, as a result of increased commercial election activities and services provided to AusAID and the Aboriginal and Torres Strait Islander Commission. Whilst maintaining a combined total level of expenditure, the allocation of salaries and supplier costs within the Portfolio Budget Statements 2002–03 shows a significantly different split when compared to the actual 2002–03 expenditure; however, this is consistent with the mix reflected in last year's actual expenses.

The Statement of Financial Position as at 30 June 2003 and the Cash Flow Statement both show a significantly reduced cash balance in comparison to that held at the end of 2001–02. This is due to the transfer of \$24.1 million to the Official Public Account, and is now represented by an appropriation receivable. Funds that continue to be accumulated and quarantined due to the *Electoral and Referendum Amendment Act (No. 1) 1999* indicated above formed the major component of the \$24.1 million cash transferred to the Official Public Account. The funds in the Official Public Account, other than the quarantined funds, are available to the AEC upon request, to cover future employee leave and asset replacement funding needs. The closing cash level is a material variation from that forecast in the 2002–03 Portfolio Budget Statements.

The Statement of Financial Position also shows an increase in non-financial assets, which includes the replacement of information technology desktop equipment. Employee provisions have decreased due to a revision of the accrual calculations for long service leave liability, and other provisions have increased significantly due to the booking of a liability for future office lease

restoration costs. The balance of supplier liabilities at 30 June 2003 is significantly lower than at 30 June 2002, due to the paying out of creditors before the year's end to minimise both expected payment delays and the volume of outstanding supplier records as a result of a financial system upgrade.

The Statement of Administered Financial Performance reflects revenue derived from joint roll contributions collected from each State or Territory government and election fines and penalties arising from the conduct of elections and by-elections.

Developments that have affected or may affect future operations

Electoral and Referendum Amendment Act (No. 1) 1999

As discussed in last year's annual report, the Electoral and Referendum Amendment Bill (No. 2) 1998 (introduced into the Thirty-eighth Parliament on 14 May 1998) contained legislative amendments, mostly of a reform nature, flowing from the Government's response to the Joint Standing Committee on Electoral Matters (JSCEM) report on its inquiry into the 1996 federal election.

The Bill was passed on 29 September 1999, becoming the *Electoral and Referendum Amendment Act (No. 1) 1999*. However, a number of the Act's provisions affecting the electoral enrolment process were not proclaimed as Regulations, because they were subject to discussions between the Commonwealth, State and Territory governments. The provisions were to require first-time enrolment applicants to provide proof of identity, overseas-born electors to provide proof of citizenship, and witnessing of enrolment applications to be restricted to electors in a prescribed class.

When the majority of the provisions of the Act, as the Electoral and Referendum Amendment Regulations 2001 (No. 1), commenced in the financial year 1999–2000, appropriated funds for implementing all the Regulations were received by the AEC and shown in the AEC's financial statements. However, because the proposed Regulations relating to the provisions under discussion were disallowed by the Senate in May 2002, the funds for implementing those provisions were quarantined and have since been held in reserve by the AEC. (The 'Notes to and forming part of the financial statements' in the Financial Statements section of this report.)

The JSCEM report presented to the Parliament in June 2003, *The 2001 Federal Election: Report of the Inquiry into the conduct of the 2001 Federal Election, and matters related thereto*, addressed a number of recommendations towards implementing the outstanding provisions of the Act. Should those recommendations be accepted in 2003–04, the quarantined funds would be released in order to effect the implementation.

E-voting

The possibility of mechanised voting at Australian federal elections has periodically attracted interest since the beginning of federation. In 1904 the Minister for Home Affairs commissioned an inquiry into using voting machines for federal elections. In more recent years the AEC has closely monitored international and Australian developments in electronic voting, or 'e-voting', including the possible use of internet options.

The AEC took the opportunity to observe the trial of e-voting conducted by the Australian Capital Territory Electoral Commission at the Australian Capital Territory Legislative Assembly election in October 2001. The trial was limited to voting within the confines of a small number of polling places using electronic devices. It did not include any test of remote internet voting from a voter's home, workplace or public internet outlet.

At this time the AEC is not in a position to follow a similar path for federal elections, as the cost of providing e-voting facilities at every polling place in Australia would be prohibitive. One of the drivers for the Australian Capital Territory trial was the desire to obtain election results more quickly, using the speed of electronic technology to balance the complexity of processing results under the Hare-Clark voting system. This is not an issue for the AEC, which is generally able to make election results available from 7 pm on polling night. The AEC is interested, however, in exploring options for remote access e-voting.

The AEC has published two reports, in conjunction with the Victorian Electoral Commission, on e-voting developments in overseas jurisdictions. The first, *Electronic Voting and Electronic Vote Counting – A Status Report*, was published in 2001 after detailed discussions with electoral officials and information technology vendors in the United States. The report noted that Australia's systems of exhaustive preferential voting and proportional representative voting presented challenges for e-voting systems designed for first past the post voting. The report also observed that the security of the internet as a vehicle for voting remained an issue, with two aspects that needed to be addressed. The first was to ensure that the system was not exposed to attack that would interfere with the elector's vote. The second was to provide a level of confidence as to the identification of the elector at the time of voting.

The second report, *eVolution not Revolution*, was published in 2002 after an evaluation by the AEC and the Victorian Electoral Commission of e-voting systems piloted at the May 2002 local government elections in the United Kingdom. The evaluation provided an opportunity to see whether there had been significant steps towards the resolution of security and confidence issues associated with e-voting. The evaluation was made against the following criteria: accessibility, secrecy of the vote, accuracy, deliberation, security, authentication, timeliness of results and verifiability. The e-voting systems piloted in the United Kingdom demonstrated a number of technical solutions to the problems of ensuring security from an attack that would interfere with an elector's vote and providing an appropriate level of confidence as to the identification of an elector at the time of voting.

The AEC is of the view that the technology is now sufficiently mature to support trials of e-voting in Australia. Therefore, during 2002 the AEC recommended to the JSCEM that the

Commonwealth Electoral Act 1918 and the *Referendum (Machinery Provisions) Act 1984* be amended to enable a trial of e-voting at a federal election or referendum.

The AEC proposes a trial in which internet voting is offered as an alternative or complement to postal voting. This would test both stakeholder and general public acceptance of e-voting for voters in special circumstances.

A postal voting system with internet options would provide greater convenience and equity to a number of different types of voters. For example, internet voting could be of great value to voters experiencing vision impairment, as well as voters from non-English speaking backgrounds, the aged and disabled, who often have to rely on other people to assist them to cast their votes. Internet options such as multilingual sites and screen-reading, speech synthesiser or voice recognition technology would offer these voters the opportunity to cast their votes without assistance for the first time.

Internet voting could be of great value to voters in remote locations, both in Australia and overseas, who do not have access to other voting facilities and do not have a reliable postal service. A very strong case can be made for the value of internet voting to Antarctic voters. At the moment the only way for voters living at Australian Antarctic research bases to vote is by having ballot papers faxed to those bases. After the close of polls the Assistant Returning Officer for each base phones the votes through to the Australian Electoral Officer for Tasmania. Voting is not compulsory for Antarctic electors because the secrecy of their votes cannot be assured due to the process used to transmit them. In an internet based system these voters would have their right to a secret ballot restored.

The AEC has no intention of recommending the replacement of 'ordinary' voting facilities at polling places throughout Australia. No cost or time savings could be expected in the short term.

The introduction of e-voting must be approached gradually, with careful assessment of the risks at all phases of implementation. The possibility of e-voting poses some very challenging technical issues that cannot be addressed without further debate. These include the need for a widespread system of online identity verification of individual users, ensuring the secrecy of the vote, and the vulnerability of internet services to interruptions. There are also issues that are not of a technical nature but are more to do with public understanding of, and confidence in, an e-voting system.

Australia has always been a leader in electoral democracy. Undertaking a thorough and careful trial at a federal election to examine technical, social and legal aspects of e-voting would enable Australia to remain in the vanguard as the world begins to embrace this new use of technology.

In its report on the conduct of the 2001 federal election, the JSCEM requested that, prior to any approval for pilot trials of e-voting, the AEC provide a detailed implementation plan to the Parliament, via the JSCEM. It is expected that such a plan will be provided during 2003–04.

Management and Accountability



AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002–03



Corporate governance

Corporate governance practices

The AEC operates a hierarchical structure under the Electoral Commissioner, who has power equivalent to that of a secretary of a department of the Australian Government. The National Executive, which supports the Electoral Commissioner in determining policy direction for the organisation as a whole, comprises the Electoral Commissioner, the Deputy Electoral Commissioner, the First Assistant Commissioner, Electoral Operations and the First Assistant Commissioner, Business Support.

High-level planning and policy functions are conducted by staff of the central office in Canberra. In addition to the Deputy Electoral Commissioner and the First Assistant Commissioners, there are five Assistant Commissioners in central office with responsibility for the following five areas:

- elections (parliamentary and non-parliamentary)
- enrolment and parliamentary support
- information, education and research
- corporate services
- information technology.

An Australian Electoral Officer manages each State, and the Northern Territory, through a State or Territory head office and divisional offices for each electorate.

The Strategic Advisory Committee, which comprises all the executive officers mentioned above, is a primary consultative and advisory forum for the Electoral Commissioner and a key element in the AEC's corporate governance framework. The Strategic Advisory Committee meets every two months to contribute to the development of corporate management policy and to discuss issues of strategic importance to the AEC.

As an independent statutory authority, the AEC is a fully funded agency of the Commonwealth and embraces all of the management, accountability, financial and employment reforms common to Australian Public Service (APS) agencies. The AEC is funded through the Commonwealth Budget and maintains clear links between parliamentary expectations and its actual appropriations and performance in the delivery of its outcomes. Like most government organisations, the AEC focuses on managing its resources against predefined and agreed performance measures and targets for cost, quantity and quality. The AEC employs strategies which:

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

The strategic plan provides the focus for the AEC's key directions and evolving strategic priorities and was developed in consultation with AEC executive officers, other staff members and customers. The strategic plan documents the AEC's mission, purpose and values and provides the reference point for other AEC plans. A copy of the strategic plan can be found at <www.aec.gov.au>.

The plan identifies the six strategic themes on which the AEC's planning and activity are focused:

- engaging and involving AEC people
- promoting leadership
- improving core business processes
- managing relationships with customers and stakeholders
- promoting a performance culture
- promoting confidence in the AEC.

Specific priorities arising from these themes and identified by the AEC during 2002–03 included:

- reviewing and refining the AEC's strategic direction and priorities
- seeking improvements and efficiencies in electoral processes through innovation and access to new technologies
- providing a stronger customer focus which addresses the needs of our clients and stakeholders
- fostering a culture of leadership and good people management.

During 2002–03, the AEC continued to implement and consolidate its corporate reforms mainly through strategies highlighted in the strategic plan. In December 2002, the AEC reviewed those strategies and decided to expand them to accommodate alterations to strategic focus, aimed at improving core business processes and seeking efficiencies through consolidating and streamlining certain corporate functions.

Senior management committees and their roles

During 2002–03, the governance framework which was established in 2001–02 served to strengthen performance and accountability structures within the AEC and helped to consolidate strategic direction. The senior management committee structure that contributes to decision making within the governance framework is shown in Figure 7, and the roles of the committees are discussed below.

National Executive

The key role of the National Executive is to assist the Electoral Commissioner to shape and promulgate significant AEC decisions. It aims to do this by:

- exercising stewardship of the interests of the whole organisation
- distilling the key issues from operational areas and forging a whole-of-AEC perspective

- setting clear directions and communicating those directions to the organisation
- positioning the AEC externally with its key constituencies.

The distinctive contribution of the National Executive is to support the Electoral Commissioner in determining the policy directions for the organisation as a whole.

Figure 7 Membership of senior management committees

| National Executive | Strategic Advisory Committee | Business Assurance Committee | Budget and Performance Management Committee |
|---|---|---|---|
| Electoral Commissioner Deputy Electoral Commissioner First Assistant Commissioner, Electoral Operations First Assistant Commissioner, Business Support | Electoral Commissioner Deputy Electoral Commissioner First Assistant Commissioner, Electoral Operations First Assistant Commissioner, Business Support <i>Assistant Commissioners:</i> <ul style="list-style-type: none"> • Elections • Enrolment and Parliamentary Services • Information, Education and Research • Corporate Services • Information Technology <i>Australian Electoral Officers:</i> <ul style="list-style-type: none"> • New South Wales • Victoria • Queensland • South Australia • Western Australia • Tasmania • Northern Territory Two nominated staff members (rotating) Director, Strategic Policy Unit (Secretariat) | Deputy Electoral Commissioner First Assistant Commissioner, Electoral Operations First Assistant Commissioner, Business Support Australian Electoral Officer, Tasmania | Deputy Electoral Commissioner First Assistant Commissioner, Electoral Operations First Assistant Commissioner, Business Support Assistant Commissioner, Corporate Services (Secretariat) |

Strategic Advisory Committee

The Strategic Advisory Committee is the AEC's main consultative and advisory body and is formed to assist the Electoral Commissioner to guide the AEC by providing input to significant decisions. It does this by providing a forum to:

- share information
- clarify and distil information to inform strategic purpose and direction
- identify risks and threats.

The committee supports the National Executive in developing, refining and implementing the AEC's strategic objectives nationally. It met five times in 2002–03.

All employees may access summaries of Strategic Advisory Committee meeting outcomes via the AEC intranet.

Business Assurance Committee

The Business Assurance Committee was established by the Electoral Commissioner in accordance with the *Financial Management and Accountability Act 1997*. It is chaired by the Deputy Electoral Commissioner and includes two First Assistant Commissioners and an Australian Electoral Officer.

The committee reviews risk and assurance issues and advises the Electoral Commissioner, National Executive and Strategic Advisory Committee on those issues. It actively promotes the value and importance of the internal audit function in providing independent, objective assurance and advisory services that add value to and improve the business operations of the AEC.

Budget and Performance Management Committee

The Budget and Performance Management Committee meets approximately once a month to establish financial priorities, manage and monitor budget and performance issues, determine allocations of outcome resources and oversee decisions of the outcome management committees.

Outcome management committees

The AEC has four outcome management committees (outlined in Figure 8), one for each of the three budget, planning and reporting outcomes under the accrual budgeting framework, and a fourth focused on business management and infrastructure issues. These committees meet at least once each quarter to monitor expenditure and performance and to review budget allocations and estimates processes for their respective outcomes.

Figure 8 Membership of outcome management committees

| | |
|--|--|
| Outcome 1 – Roll management | Assistant Commissioner, Enrolment and Parliamentary Services (Chair) Assistant Commissioner, Elections Australian Electoral Officer, South Australia Australian Electoral Officer, New South Wales |
| Outcome 2 – Elections | Assistant Commissioner, Elections (Chair) Assistant Commissioner, Information Education and Research Australian Electoral Officer, Western Australia Australian Electoral Officer, Tasmania |
| Outcome 3 – Education | Assistant Commissioner, Information Education and Research (Chair) Assistant Commissioner, Enrolment and Parliamentary Services Australian Electoral Officer, Victoria Australian Electoral Officer, Northern Territory |
| Outcome 4 – Business infrastructure | Assistant Commissioner, Corporate Services (Chair) Assistant Commissioner, Information Technology Australian Electoral Officer, Queensland Australian Electoral Officer, Victoria |

Corporate and business plans

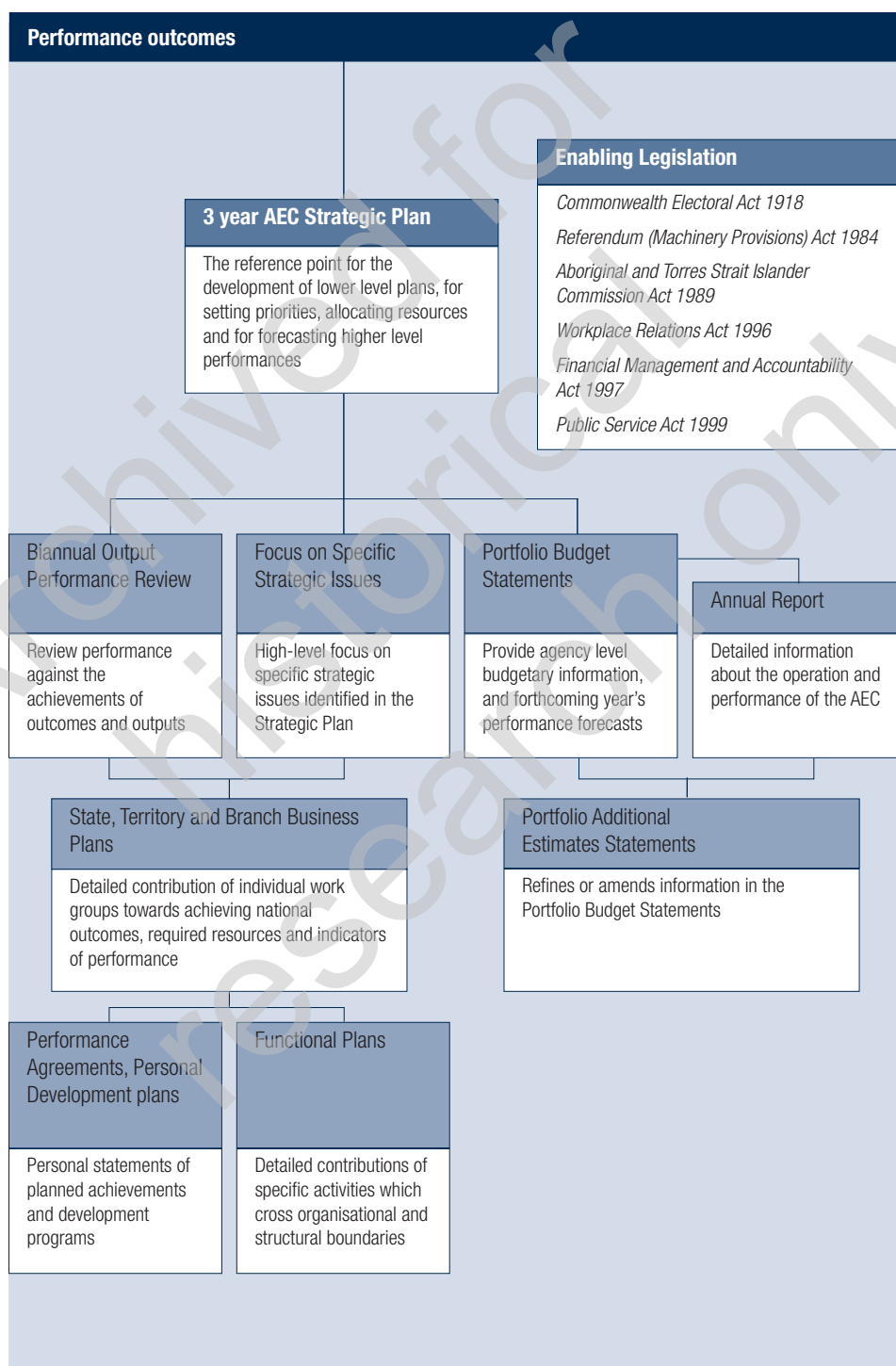
The AEC has traditionally maintained a hierarchy of plans and associated performance measuring and monitoring processes in its performance management framework. A summary of the planning, operating and reporting framework is provided in Figure 9.

The AEC's strategic plan, covering the calendar years 2001 to 2004, communicates the overall direction that the organisation is taking in order to achieve its purpose in an environment of continuing change. As discussed above, the plan provides a strategic and operational focus that outlines the AEC's values, capabilities, core business processes and strategic themes in pursuit of national outcomes. It is an integral part of the performance planning process that provides the appropriate level of guidance without impeding innovative or creative planning and management practices. Business plans are developed annually to support the achievement of the objectives in the AEC's strategic plan. These plans are developed at the State level and at branch level in central office, and detail the activities planned for the year, together with the resources required and performance information appropriate for the activities.

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

- strategic property plan, a four-year plan for the long-term management of property leased to the AEC
- corporate information technology plan, which outlines the direction of information technology development within the AEC for the period from 1999 to 2002 – revision of the plan commenced in 2002–03 and it is expected that a new plan will be launched near the end of 2003

- strategic internal audit program, which is updated on an annual basis and outlines the audit coverage for compliance and performance audits over the financial year
- fraud control plan, a three-year plan that identifies areas of corporate fraud risk and contains strategies to prevent or minimise the incidence of corporate fraud within the AEC – in addition, the AEC is currently developing an electoral fraud control plan to cover electoral offences that are committed in order to affect the results of a federal election
- strategic risk management plan, which identifies areas of business risk within the AEC and how the risks will be managed
- business continuity plan, which satisfies the requirement that risk management techniques and principles be applied to planning, administration and delivery of projects and policies – an update of this plan commenced during 2002–03.

Figure 9 Planning, operating and reporting framework

Customer service charter

The AEC's customer service charter, which is readily available in both printed and web based formats, lists 38 standards of services on which the organisation's performance is based. The charter also provides for feedback mechanisms for customers and staff, including:

- reply paid feedback forms
- electronic feedback forms available from the website
- face-to-face counter service
- a range of telephone contacts, including a telephone number which can be accessed anywhere in Australia for the cost of a local call.

The charter is available in hard copy from all AEC offices and can also be downloaded from the AEC's website.

Customer feedback received during the year was referred to the relevant areas for appropriate and timely action. The feedback also informed the AEC's strategic and business planning processes and ongoing service improvement strategies.

Of particular note was the positive feedback received about the information services provided by the info@aec.gov.au email inquiry service, and about the quality and range of AEC information products.

A series of AEC customer workshops continued during 2002–03, as part of the AEC's customer innovations strategy, to gain insight into AEC customers' perceptions about enrolment, voting and AEC services. The workshops, involving a representative selection of AEC customers from a broad range of backgrounds, have been conducted in every State and the Northern Territory over the past two years.

Customer feedback received from these workshops provides an ideal basis for identifying ways to improve AEC customer service and information products. The main messages emerging from the series of workshops included:

- confidence in the voting system and the accuracy of the count is important to electors
- electors value their right to vote
- electors value information about how to vote correctly
- electors need to know how to access information about enrolment and voting.

Recent workshops held in Darwin and Alice Springs provided opportunities for the AEC to hear what indigenous electors had to say about AEC services. The main messages from these electors were that:

- they want information about how they can participate in enrolment and voting
- they value receiving information presented in their own languages and in culturally sensitive ways.

As part of the continual improvement process, during 2002–03 the AEC began to revise the customer service charter on the basis of feedback received from AEC clients and the findings of the customer workshops.

Internal audit arrangements

Internal audit functions within the AEC continued to be conducted by a discrete area of the agency, which falls under the responsibility of the Deputy Electoral Commissioner and reports directly to the AEC's Business Assurance Committee. The AEC's internal audit program is conducted through an external services provider, WalterTurnbull.

The objective of the internal audit function is to provide AEC management, through the Business Assurance Committee, with:

- assurance and advice on business services and operations consistent with the AEC's goals and objectives
- constructive feedback on activities aimed at improving AEC performance and accountability.

The audit function achieves its objectives through the development and administration of an agreed, risk based program of assurance, control and performance reviews, risk assessments, and advisory and support activities.

Representatives of the Australian National Audit Office and the AEC's internal auditors attend meetings of the Business Assurance Committee to report on the AEC's external and internal audit programs and other matters of relevance. The focus of audit reviews during 2002–03 was to examine and report on the effectiveness of key financial management functions performed at the head office level and to review the business processes of certain key corporate functions.

The AEC's business risk policy and risk management plan were reviewed and consequently replaced in April 2003 by the strategic risk management plan, policy and toolkit. The revised policy reflects an improved approach to risk management, providing a formal framework for managing and monitoring identified risks as an integrated part of business planning. These documents were made available to staff via the AEC intranet.

During 2002–03 the AEC commenced updating its business continuity plan to ensure that risk management techniques and principles would be applied to the planning, administration and delivery of projects and policies.

The AEC's 2001–03 fraud control plan ensures compliance with the Commonwealth Fraud Control Policy and Fraud Control Guidelines. This plan identifies areas of risk and contains strategies to prevent or minimise the incidence of fraud within the AEC. During the reporting period the AEC undertook a fraud risk assessment of electoral fraud and began preparing an electoral fraud control plan.

Ethical standards

The AEC Standard of Conduct policy provides direction about the general expectations that apply to the conduct and behaviour of AEC employees, and incorporates and reinforces the APS Values and Code of Conduct. During 2002–03 the AEC reviewed and updated its political neutrality policy and its disclosure in the public interest policy to reflect advice from the APS Commission.

The AEC's standard of conduct policy and other employee conduct policies – such as the acceptance of gifts and benefits policy – were also revised to clarify minor procedural matters.

Senior executive remuneration

The remuneration of the Electoral Commissioner is as determined by the Remuneration Tribunal, under the *Remuneration Tribunal Act 1973*.

Other AEC statutory appointees are part of the Principal Executive Officer structure defined under the *Remuneration Tribunal Amendment Act 2001*. The remuneration and conditions of those appointees are determined by the AEC within parameters set by the Remuneration Tribunal.

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

The Electoral Commissioner determines performance pay for the AEC's statutory appointees within the Remuneration Tribunal's parameters. The Electoral Commissioner also determines performance pay for the AEC's senior executive staff employed under the *Commonwealth Electoral Act 1918*.

Table 24 identifies base salary bands for the statutory appointees and other senior executive staff of the AEC. These bands do not represent total remuneration – that is, they include salary as defined for the purposes of calculating superannuation, but do not include other components of salary packaging, such as cars and superannuation.

Table 24 Base salary bands* for statutory appointees and senior executive staff

| Remuneration band in \$ | Number of staff |
|-------------------------|-----------------|
| 80,000–89,999 | 5 |
| 90,000–99,999 | 5 |
| 100,000–109,999 | 1 |
| 110,000–119,999 | 2 |
| 120,000–129,999 | 2 |
| 130,000–139,999 | 1 |
| 140,000–149,999 | 0 |
| 150,000–159,999 | 1 |

* These bands do not represent total remuneration; that is, they include superannuable salary but do not include other components of salary packaging, for example, cars and superannuation.

Social justice and equity

During the year, discussions were held with the Human Rights and Equal Opportunity Commission's Disability Discrimination Commissioner on several electoral matters, the most significant being the conduct of a customer focus workshop for representatives of the disability sector. The workshop will be conducted in the second half of 2003. The AEC's disability action plan was finalised during the year.

External scrutiny

Financial statement audits

The audit of the AEC's 2002–03 financial statements, under section 57 of the *Financial Management and Accountability Act 1997* (the FMA Act), was carried out by a firm appointed under contract by the Auditor-General. The audit report on the 2002–03 financial statements was unqualified.

Performance audits

The Auditor-General did not issue any reports specific to the AEC during the financial year. However, the Australian National Audit Office (ANAO) did table in Parliament two cross-agency reports involving the AEC, as described below.

ANAO Audit Report No. 32 – The Senate Order for Departmental and Agency Contracts (Spring 2002 Compliance)

The audit involved a desktop review of all FMA Act agencies' internet listings of contracts, and a detailed review – conducted in six selected agencies, one of which was the AEC – of each agency's process for making the internet listings, policies and practices for determining and identifying whether the listed contracts contained confidential provisions, and other requirements of confidentiality.

The ANAO concluded that all FMA Act agencies had complied with the original Senate order or the order as amended.

ANAO Audit Report No. 54 – Capitalisation of Software

The audit objectives were to:

- determine whether four agencies – one of which was the AEC – had established effective internal control frameworks for the capitalisation of externally acquired and internally developed software
- identify sound and better practices
- assess whether software costs had been capitalised in accordance with organisational policy, accounting standards and relevant legislation.

The ANAO concluded that most of the organisations examined had established effective internal control frameworks and mechanisms to deal with capitalisation of software.

Management of human resources

Managing and developing our people

During 2002–03 the AEC implemented key programs in the areas of leadership development and performance management.

The AEC also placed significant emphasis on organisational development and design, to align the organisational structure with future needs, enhance efficiency and provide better career development and progression for our staff.

Managing performance

The first cycle of the AEC's new performance management program began in July 2002 and was completed in June 2003. The rollout of the program included formal training for all staff and a database advisory service.

Quality assurance teams monitored the program throughout the year, to ensure that all employees developed individual performance plans with their managers and that formal mid-cycle reviews were completed. A support network was made available to assist individual employees to participate in the program.

Refresher training was provided to all employees prior to the end of the cycle, to assist them to prepare for the end of year review process and the development of new performance plans.

Salary advancement for individual employees will, in future, be dependent on satisfactory assessment through the performance management program.

Developing leadership

All AEC managers at Executive Level 1 and above undertook a periodic multilevel feedback process to assess their leadership skills against the AEC leadership behavioural model. Feedback was provided online, followed by face-to-face meetings between managers and their staff.

The senior executive group completed individual and group development activities designed to further develop leadership capability across the AEC. The group also provided input to the design of a series of leadership programs for executive level employees.

Creating a workplace culture that does not tolerate any form of harassment

The AEC continued to pursue a zero-tolerance strategy in relation to workplace harassment during 2002–03. During the year, the focus of the strategy was to increase the profile of workplace harassment contact officers – appointed in all States and Territories, as well as at the national level – in order to encourage all employees to seek advice and support if required. A

national workshop held in November 2002 was successful in raising awareness of, and strategies to prevent, harassment. As a result of the harassment strategy, AEC staff reported increased awareness of the issue and a reduction in incidents of workplace harassment during 2002–03. The small number of incidents during the year were dealt with according to natural justice principles and the provisions of the *Public Service Act 1999*.

Redesigning work arrangements

During the year, the AEC explored different ways of working across a small number of metropolitan divisional offices in each State. Employees in those offices, and their representatives, began working with their managers to redesign work arrangements in order to maximise the effectiveness of available technology and, within the larger offices, to improve career prospects.

Employees directly involved in the workplace redesign received formal training to enable them to participate fully in the design process.

Consolidating corporate services

Consolidation of all corporate services functions from across the AEC began during the year and will be completed by October 2003. The Corporate Services Business Centre was established to undertake corporate support transactions for all employees and to serve the needs of external customers, such as job applicants and AEC suppliers.

Human Resources Management, in common with other corporate areas, retained a specialist human resources team providing strategic advice and developing policy. Advisors outposted to head offices provided tactical support to managers in relation to people management issues.

The AEC intranet was further enhanced to give all employees broader access to current human resource information and associated forms. A recruitment facility was added to the AEC website, enabling existing and potential employees to access information on careers at the AEC and submit job applications online.

Workforce planning

Work began during the year on aligning State workforce planning activities with a national workforce planning project, to safeguard the AEC's future workforce capability. A suite of reports is being developed to improve the information available to managers about our existing workforce. Work continued on identifying future skill needs across the AEC and will feed into national learning and development plans and appropriate recruitment and retention programs.

A staffing overview is at Appendix A.

Certified Agreement and Australian Workplace Agreements

Features and impacts

The AEC Certified Agreement (the Agreement) applies to all staff employed under the *Public Service Act 1999* (Public Service Act). The nominal expiry date was 30 June 2003. Negotiations for a replacement agreement commenced during 2002–03.

The Agreement enabled the AEC to attract, retain and develop high-quality employees to deliver effective, independent electoral services that met customers' needs and encouraged their participation in the electoral process. Features of the Agreement that contributed to effective human resource management and development were competitive remuneration, flexible work arrangements for employees, provision of family room facilities in the central office, reimbursement of costs associated with dependant care for staff members travelling on business, provision of a childcare referral service for employees and enhanced performance feedback mechanisms flowing from new performance management arrangements.

Non-salary benefits

The Agreement contained non-salary benefits including:

- flexible working arrangements (for example, part-time work)
- the ability to purchase up to four weeks additional leave
- the shutdown of all offices between Christmas and New Year – employees were not required to utilise annual recreation leave or flexitime for their absence on working days during this period; this was offset by an increase in standard daily working hours from seven hours and 21 minutes to seven hours and 30 minutes
- study assistance available to employees undertaking approved courses of study
- reimbursement of the costs of membership of certain professional organisations
- provision of family room facilities in the central office
- reimbursement of costs associated with dependant care for staff members travelling on business
- access to a confidential, professional counselling service for employees and their families at no cost to them
- provision of a childcare referral service for employees
- reimbursement for loss of or damage to clothing or personal effects if it occurs during the course of employment.

Salary ranges

The salary ranges available for employees under the Agreement in 2002–03 are shown in Table 25.

Table 25 Salary bands for staff employed under the Certified Agreement

| Remuneration band in \$ | Employee classification |
|-------------------------|-----------------------------------|
| 29,070–32,129 | Australian Public Service (APS) 1 |
| 32,899–36,484 | APS2 |
| 37,473–41,066 | APS3 |
| 41,765–45,769 | APS4 |
| 46,583–51,051 | APS5 |
| 51,565–57,795 | APS6 |
| 64,397–71,631 | EL1 |
| 74,238–84,186 | EL2 |

Performance pay

During 2002–03 there were no AEC employees engaged under the Public Service Act who received performance pay. Salary and performance pay for those statutory appointees designated as Principal Executive Officers under the *Remuneration Tribunal Act 1973* and employed under the *Commonwealth Electoral Act 1918* were determined by the AEC within parameters set by the Remuneration Tribunal.

For other senior executive staff employed under the *Commonwealth Electoral Act 1918*, performance pay was determined by the Electoral Commissioner in line with the AEC senior executive performance appraisal guidelines.

A total of 16 statutory appointees and senior executives were eligible for performance pay during 2002–03. The aggregated amount paid during 2002–03 was \$165,943. The performance pay average was 7.74 per cent of the employee's total remuneration (including all items of remuneration, not just salary as defined for superannuation purposes), with the minimum performance pay payment being \$3,966 and the maximum \$21,224.

Learning and development

Supporting the themes and strategies of the strategic plan was a major focus of AEC learning and development activities during the year – particularly in relation to training in job design, the AEC performance management program, and leadership.

The implementation of the AEC's new performance management program led to all employees identifying their development goals. Individual skills and career development continued to be offered through the AEC's Studybank program, the AEC's internal mobility program, and funds allocated for training at the State and Territory level. Contract management continued to be a high priority and programs were run in several States to increase skills in this area.

The AEC conducted two Building Resources in Democracy, Governance and Election programs during the year. These five-day programs enabled employees to increase their knowledge of, and skills in, electoral management and administration. Other employees undertook certificate and diploma level courses in electoral governance from Griffith University, through distance education.

The AEC used 'e-learning' programs to support the rollout to all employees of new information technology equipment and support arrangements. These programs are made available to all employees via the AEC intranet. Other e-learning programs were evaluated for implementation in 2003–04, covering topics such as occupational health and safety, avoidance of workplace harassment and the APS Values and Code of Conduct. The AEC also began developing additional e-learning programs to complement those already developed to train polling place officials.

Occupational health and safety and workers' compensation

The AEC's occupational health and safety (OH&S) plan for 2001–03 sets out a range of objectives and responsibilities in relation to OH&S matters. The national OH&S committee, comprising management and union representatives, met on four occasions during the year and monitored and implemented the OH&S plan. The AEC continued to work proactively to provide a safe and healthy workplace for employees and to fulfil its legal obligations.

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

There were 10 new claims for workers' compensation in 2002–03. The AEC's focus in relation to managing workers' compensation this year was on improving injury management practices and enhancing premium management. This year the AEC also redesigned return to work documentation and procedures to improve employees' awareness of injury management requirements.

Workplace diversity and equal employment opportunity

The AEC's first workplace diversity program was launched in 1999 and reviewed in 2002. In general terms the review highlighted the achievements of the AEC and concluded that although the AEC had performed well against the program's objectives there was still room for improvement in some areas. Those areas became the focus of a new diversity plan.

The workplace diversity program 2003–06 objectives are as follows:

- the AEC as an employer values and utilises the diversity of opinions, views, skills and backgrounds of our people and provides them with a rewarding, fair and harmonious work environment that supports a work-life balance
- the AEC recognises and utilises the diversity available within the community
- the AEC as a service provider ensures that all AEC clients receive a responsive service, tailored to meet their needs.

The AEC's commitment to valuing diversity and accessing the diverse skills and experience of its employees is reflected in our major corporate documents and management tools, including the strategic plan, Certified Agreement, performance management program and customer

service charter.

The AEC has a number of specific initiatives in place to support diversity:

- workplace harassment contact officers in every office of each State and Territory
- a staff mobility program
- a childcare referral service
- dependant care, provided while staff members are travelling
- family room facilities
- an employee assistance program
- flexible work options.

During 2002–03 comprehensive workplace diversity information was made available to all staff via the AEC intranet. The AEC also continued to include a mandatory criterion relating to workplace diversity in the selection criteria for all recruitment processes.

A major goal of the AEC's Certified Agreement for 2001–03 was to have a flexible and high-quality work environment; during 2002–03 the AEC continued to expand its range of flexible working conditions and arrangements to assist employees balance their work, family and other caring responsibilities effectively.

Table 26 shows AEC staff (employed under the Public Service Act and *Commonwealth Electoral Act 1918*) by nominal classification and equal employment opportunity (EEO) category, as at 30 June 2003.

Table 26 Equal employment opportunity profile as at 30 June 2003

| | Total staff | Female | CLDB | ATSI | PWD |
|---|-------------|--------|------|------|-----|
| Senior executive staff, AWA participants and holders of public office | 17 | 4 | 1 | — | — |
| Executive Level 2 | 27 | 11 | 2 | — | — |
| Executive Level 1 | 74 | 26 | 6 | 1 | 4 |
| APS Level 6 | 223 | 72 | 24 | — | 6 |
| APS Level 5 | 57 | 30 | 8 | — | 1 |
| APS Level 4 | 49 | 38 | 10 | — | — |
| APS Level 3 | 174 | 116 | 19 | — | 4 |
| APS Level 2 | 189 | 171 | 16 | 1 | 5 |
| APS Level 1 | 1 | 1 | 1 | — | — |
| Totals | 811 | 469 | 87 | 2 | 20 |

ATSI = people from Aboriginal or Torres Strait Islander backgrounds; APS = Australian Public Service; AWA = Australian Workplace Agreement; CLDB = people from culturally or linguistically diverse backgrounds; PWD = people with disabilities

Note: Figures include ongoing and non-ongoing staff.

Purchasing

Performance against key purchasing objectives

The expertise of the Contracts and Procurement Advisory Unit assists the AEC in letting major contracts for the provision of supplies and services. This cell was created to ensure that the AEC meets its obligations, including the core principles outlined in government purchasing policy.

During the reporting period, small-value purchases continued to be undertaken locally in accordance with the AEC Chief Executive Instructions, which are designed to ensure the effective application of the core principle of achieving value for money in relation to procurement.

The AEC's performance under these arrangements was effective in meeting the fundamental requirements outlined in the Commonwealth Procurement Guidelines and Best Practice Guidance.

During 2002–03 the AEC achieved significant enhancements to its procurement and contracting functions through its in-house training program, reinforced by the advice and assistance proactively provided by the Contracts and Procurement Advisory Unit.

Assets management

Management of physical assets

During the 2002–03 financial year, the AEC transitioned to new arrangements for the provision of IT desktop services hardware and software. Previously provided under an outsourced arrangement, these assets are now managed in-house by the AEC Information Technology Support Desk. The remaining fixed asset base – comprising all other fixed assets – was not materially significant to the strategic business of the AEC.

Management of information assets

The computerised roll management system (RMANS) is the AEC's key strategic asset. It contains the electoral rolls for federal, State and Territory elections and the range of computer programs required for the entry, storage and extraction of elector and geographical information, including electors' addresses and the boundaries of electoral areas.

During the financial year the RMANS application programs were effectively maintained and documented so that the system was stable and able to provide accurate data in a timely manner.

However, during the year, resource constraints within the AEC have had an impact on the development of best practice IT governance procedures. If these procedures fall much below best practice, the result will be some additional risk to the delivery of services. This area is earmarked for improvement in the next financial year.

Consultants and competitive tendering and contracting

Consultancies

The total number of consultancies let during the 2002–03 financial year was 27 and the value paid against those was \$1,587,693.98. Appendix G contains detailed information on each of the consultancy contracts let to the value of \$10,000 or more during the year. It also contains a summary of the AEC's policy on the selection and engagement of consultants.

Competitive tendering and contracting

Review of recruitment arrangements for temporary staff under the Commonwealth Electoral Act 1918

A review of recruitment arrangements for temporary staff was conducted in the 2000–01 financial year. This review made several recommendations, several of which were implemented prior to the 2001 federal election.

Since the 2001 federal election, the majority of the remaining recommendations have been implemented.

Changes implemented via the recommendations have meant enhancements to processes for the recruitment of temporary staff, particularly those engaged to assist with federal elections.

AEC legal panel

In May 2003 the Contracts and Procurement Advisory Unit established the AEC legal panel to comply with Australian Government reforms (in the *Judiciary Amendment Act 1999*) to ensure that legal services are subjected to market testing, to provide quality delivery of Commonwealth services, and to ensure that the AEC receives value for money from its consultancy providers. The AEC undertook a tender process for legal panellists during October 2002, and chose four panellists to provide legal advice. They were the Australian Government Solicitor, Deacons, MinterEllison Lawyers, and Sparke Helmore Solicitors.

Information Technology Infrastructure Services

After an evaluation conducted by the Cluster 3 group of agencies, the AEC decided to change the sourcing arrangements for IT desktop and problem management services. This decision was based primarily on the need for greater flexibility in delivering these services across the electoral cycle. The decision resulted in the services being provided by a mix of in-house and contracted staff. Implementation to the new arrangements proceeded successfully to transition on 30 June 2003. Mainframe and midrange data centre, web hosting and internet gateway services remain outsourced to CSC Australia Pty Ltd.

Market testing

At the commencement of the financial year a number of budget related strategies were identified to streamline AEC processes. Prior to this the AEC had been preparing to market-test some corporate services functions. One of the identified budget strategies was to consolidate corporate services, thereby significantly streamlining this function. Consolidating corporate services meant centralising service delivery to central office in Canberra and downsizing corporate service cells within each State. Corporate services are now delivered from Canberra.

The consolidation has achieved efficiencies and will continue to do so as it is further implemented.

Once the implementation is fully achieved the AEC will examine whether some services should be market-tested.

Market testing more clearly identifies better practice and value for money when compared with an efficient model of service delivery. The AEC has chosen to improve the delivery of corporate services prior to considering market testing.

Resourcing review

The AEC is currently working with the Department of Finance and Administration on a resourcing review to establish a revised funding agreement that will enable the AEC to continue to deliver its Outcomes and Outputs.

The review will be finalised in readiness for the 2004–05 financial year budget process.

The AEC had experienced two delays in the scheduling of the review. These delays were outside the AEC's control. However, the delays have added pressure to the AEC's tight financial situation.

Providing access for people with disabilities

Disability action plan

The AEC's disability action plan was finalised during the year, following extensive consultation.

The plan outlines actions to ensure that people with disabilities have equal opportunity, as far as possible, to participate in and benefit from the AEC's policies, programs and services. It is designed to meet the requirements of the *Disability Discrimination Act 1992* and the Commonwealth Disability Strategy and was developed after broad consultation with a range of peak and other disability organisations as well as with people with disabilities.

Discussions were held with the Human Rights and Equal Opportunity Commission (HREOC) in regard to the AEC and HREOC jointly conducting a customer focus workshop for people with disabilities and representatives of peak disability organisations. The workshop is planned for the second half of 2003.

Commonwealth Disability Strategy

The Commonwealth Disability Strategy outlines five core roles of government bodies into which the AEC's services and programs fit: policy adviser, regulator, purchaser, provider and employer. The AEC's performance in those roles is described below.

Policy adviser

Management of the electoral roll is an important area of the AEC's work, and continuous roll update activities during 2002–03 helped to ensure that all electors, including those with disabilities, were on the roll and that their details were correct. By mailing enrolment information direct to electors, the AEC limited the need for people to visit their divisional offices. The availability of such material on the internet also improved its accessibility.

Regulator

The AEC's regulatory role is very minor and relates primarily to donations to political parties and the disclosure of related information. The AEC made such information available via tools such as the internet and telephone typewriter, which are useful in allowing people with disabilities to access information.

Purchaser

The wheelchair-accessible voting screens developed and produced by the AEC for the 2001 federal election proved very successful, and at least one will be provided for each polling place that has full or assisted wheelchair access for the next federal election.

Provider

Many of the AEC's services – particularly those relating to the conduct of elections – are specifically targeted at assisting people with disabilities. Initiatives include:

- providing electoral information in audio and video as well as print format
- advertising polling places with full or assisted wheelchair access, both in the media and through peak State, Territory and national disability organisations
- promoting alternative methods of voting, such as postal and pre-poll voting
- including a broad range of election and other electoral information on the internet
- providing mobile polling facilities to hospitals and nursing homes
- introducing a national telephone inquiries number
- providing election posters in large print
- delivering a leaflet to all householders before each federal election.

The AEC is continuing its work to provide as many wheelchair-accessible polling places as possible. While there was a 30 per cent increase between the 1998 and 2001 federal elections,

25 per cent of polling places still did not have full or assisted wheelchair access at the time of the 2001 federal election. During 2002–03 large numbers of polling place inspections were carried out, with the dual aims of ensuring that access categories were correct and locating the best possible polling place venues. This process is continuing.

The AEC also specifically strove to make education and information services available to people with disabilities. School resource kits were produced in braille, and a low-literacy version of a teacher resource folder was also made available. The AEC makes a range of information about the electoral process available in a variety of formats, including through printed material, the national telephone inquiry number and telephone typewriter facilities. The AEC website meets the Government Online standards for providing access for people with disabilities.

Employer

As an employer, during 2002–03 the AEC continued to articulate its commitment to encouraging diversity within its workforce, including by supporting people with disabilities, through its Certified Agreement, disability action plan and workplace diversity program. Human resource management policies and programs were continually reviewed to ensure that discriminatory barriers were removed. The AEC's reasonable adjustment policy also ensured that employees with disabilities were provided with adjustments to equipment or work arrangements that enabled them to work effectively. For further information about workplace diversity and equal employment opportunity, see the section titled Management of Human Resources in the Management and Accountability chapter of this report.

Discretionary grants

The AEC did not administer any discretionary grants in 2002–03.

Financial Statements



AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2002–03





INDEPENDENT AUDIT REPORT

To the Special Minister of State

Matters relating to the Electronic Presentation of the Audited Financial Report

This audit report relates to the financial report of the Australian Electoral Commission for the year ended 30 June 2003 included on the Australian Electoral Commission's web site. The Agency's Chief Executive is responsible for the integrity of the Australian Electoral Commission's web site.

The audit report refers only to the statements named below. It does not provide an opinion on any other information which may have been hyperlinked to/from the audited financial report.

If the users of this report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this web site.

Scope

I have audited the financial statements of the Australian Electoral Commission for the year ended 30 June 2003. The financial statements comprise:

- Statement by the Chief Executive and Chief Finance Officer;
- Statements of Financial Performance, Financial Position and Cash Flows;
- Schedules of Contingencies and Commitments;
- Schedule of Administered Items; and
- Notes to and forming part of the Financial Statements.

The Agency's Chief Executive is responsible for the preparation and presentation of the financial statements and the information they contain. I have conducted an independent audit of the financial statements in order to express an opinion on them to you.

The audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards, to provide reasonable assurance as to whether the financial statements are free of material misstatement. Audit procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia and statutory requirements so as to present a view which is consistent with my understanding of the Agency's financial position, its financial performance and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion the financial statements:

- (i) have been prepared in accordance with Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*; and
- (ii) give a true and fair view, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Finance Minister's Orders, of the financial position of the Australian Electoral Commission as at 30 June 2003, and its financial performance and cash flows for the year then ended.

Australian National Audit Office



Willie Tan
Senior Director

Delegate of the Auditor-General

Canberra
22 August 2003

**Australian Electoral Commission / AEC**

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**AUSTRALIAN ELECTORAL COMMISSION
STATEMENT BY THE CHIEF EXECUTIVE AND CHIEF FINANCE
OFFICER**

In our opinion, the attached financial statements for the year ended 30 June 2003 give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*.

Andy Becker
Electoral Commissioner
22 August 2003

Marie Nelson
Chief Finance Officer
22 August 2003

**AUSTRALIAN ELECTORAL COMMISSION
STATEMENT OF FINANCIAL PERFORMANCE**

for the year ended 30 June 2003

| | Notes | 2003 \$'000 | 2002 \$'000 |
|---|-------|----------------|-----------------|
| Revenues from ordinary activities | | | |
| Revenues from Government | 2A | 92,507 | 141,093 |
| Sales of goods and services | 2B | 15,492 | 9,654 |
| Interest | 2C | 1,282 | 1,327 |
| Revenue from sale of assets | 2D | 11 | 16 |
| Other revenue | 2E | 1,174 | 447 |
| Revenues from ordinary activities | | 110,466 | 152,537 |
| Expenses from ordinary activities (excluding borrowing costs expense) | | | |
| Employees | 3A | 50,015 | 84,032 |
| Suppliers | 3B | 43,776 | 71,216 |
| Depreciation and amortisation | 3C | 6,491 | 9,308 |
| Value of assets sold | 2D | 161 | 75 |
| Write-down of assets | 3D | 1,320 | 224 |
| Expenses from ordinary activities (excluding borrowing costs expense) | | 101,763 | 164,855 |
| Borrowing costs expense | 4 | - | 54 |
| Net surplus (deficit) | | 8,703 | (12,372) |
| Net credit (debit) to asset revaluation reserve | | - | (54) |
| Decrease in accumulated results on initial application of transitional provisions in accounting standard AASB1044 <i>Provisions, Contingent Liabilities and Contingent Assets</i> | 9A | (811) | - |
| Total revenues, expenses and valuation adjustments attributable to the Commonwealth Government and recognised directly in equity | | (811) | (54) |
| Total changes in equity other than those resulting from transactions with owners as owners | | 7,892 | (12,426) |

The above statement should be read in conjunction with the accompanying notes.

**AUSTRALIAN ELECTORAL COMMISSION
STATEMENT OF FINANCIAL POSITION**

as at 30 June 2003

| | Notes | 2003 \$'000 | 2002 \$'000 |
|-------------------------------------|-------|----------------|----------------|
| ASSETS | | | |
| Financial assets | | | |
| Cash | 5A | 3,349 | 25,670 |
| Receivables | 5B | 26,689 | 2,516 |
| Capital use charge receivable | 5C | 371 | 2,693 |
| Total financial assets | | 30,409 | 30,879 |
| Non-financial assets | | | |
| Land and buildings | 6A,D | 4,355 | 5,094 |
| Infrastructure, plant and equipment | 6B,D | 7,928 | 4,039 |
| Inventories | 6E | 1,808 | 1,884 |
| Intangibles | 6C,D | 8,241 | 9,782 |
| Other | 6F | 737 | 756 |
| Total non- financial assets | | 23,069 | 21,555 |
| TOTAL ASSETS | | 53,478 | 52,434 |
| LIABILITIES | | | |
| Provisions | | | |
| Employees | 7A | 19,672 | 21,470 |
| Other | 7B | 2,247 | 840 |
| Total provisions | | 21,919 | 22,310 |
| Payables | | | |
| Suppliers | 8A | 3,200 | 7,056 |
| Other | 8B | 368 | 478 |
| Total payables | | 3,568 | 7,534 |
| TOTAL LIABILITIES | | 25,487 | 29,844 |
| NET ASSETS | | 27,991 | 22,590 |
| EQUITY | | | |
| Contributed equity | 9A | 4,061 | 4,230 |
| Reserves | 9A | 17,397 | 17,397 |
| Retained surpluses | 9A | 6,533 | 963 |
| TOTAL EQUITY | 9A | 27,991 | 22,590 |
| Current assets | | 32,954 | 33,519 |
| Non-current assets | | 20,524 | 18,915 |
| Current liabilities | | 15,487 | 15,835 |
| Non-current liabilities | | 10,000 | 14,009 |

The above statement should be read in conjunction with the accompanying notes.

**AUSTRALIAN ELECTORAL COMMISSION
STATEMENT OF CASH FLOWS**

for the year ended 30 June 2003

| | Notes | 2003 \$'000 | 2002 \$'000 |
|---|-------|-----------------|----------------|
| OPERATING ACTIVITIES | | | |
| Cash received | | | |
| Goods and services | | 18,049 | 10,265 |
| Appropriations | | 92,441 | 141,027 |
| GST received from ATO | | 5,449 | 6,614 |
| Interest | | 1,327 | 1,314 |
| Other | | 1,193 | 486 |
| Total cash received | | 118,459 | 159,706 |
| Cash used | | | |
| Employees | | 50,201 | 82,242 |
| Suppliers | | 54,279 | 72,795 |
| Cash transferred to the OPA | | 24,100 | - |
| Borrowing costs | | - | 54 |
| GST paid to ATO | | 2,590 | 1,514 |
| Total cash used | | 131,170 | 156,605 |
| Net cash from / (used by) operating activities | 10 | (12,711) | 3,101 |
| INVESTING ACTIVITIES | | | |
| Cash received | | | |
| Proceeds from sales of property, plant and equipment | | 11 | 18 |
| Total cash received | | 11 | 18 |
| Cash used | | | |
| Purchase of property, plant and equipment | | 7,728 | 1,828 |
| Purchase of intangibles | | 1,893 | 2,850 |
| Total cash used | | 9,621 | 4,678 |
| Net cash used by investing activities | | (9,610) | (4,660) |
| FINANCING ACTIVITIES | | | |
| Cash used | | | |
| Repayment of debt | | - | 901 |
| Capital use charge paid | | - | 3,325 |
| Total cash used | | - | 4,226 |
| Net cash used by financing activities | | - | (4,226) |
| Net decrease in cash held | | (22,321) | (5,785) |
| Cash at the beginning of the reporting period | | 25,670 | 31,455 |
| Cash at the end of the reporting period | 5A | 3,349 | 25,670 |

The above statement should be read in conjunction with the accompanying notes.

**AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF COMMITMENTS**

as at 30 June 2003

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
| BY TYPE | | |
| Capital commitments | | |
| Infrastructure, plant and equipment ¹ | - | 21 |
| Intangibles ² | - | 280 |
| Total capital commitments | - | 301 |
| Other commitments | | |
| Operating leases ³ | 48,446 | 38,802 |
| Project commitments | - | 91 |
| Total other commitments | 48,446 | 38,893 |
| Commitments receivable⁴ | (2,946) | (8,802) |
| Net commitments | 45,500 | 30,392 |
| BY MATURITY | | |
| Capital commitments | | |
| One year or less | - | 301 |
| Operating lease commitments | | |
| One year or less | 16,254 | 14,299 |
| From one to five years | 31,810 | 23,773 |
| Over five years | 382 | 730 |
| Other commitments | | |
| One year or less | (1,086) | (4,784) |
| From one to five years | (1,860) | (3,927) |
| Net commitments by maturity | 45,500 | 30,392 |

NB: Commitments are GST inclusive where relevant.

1 Infrastructure, plant and equipment commitments are primarily contracts for purchases of furniture and fittings for fitout of Electoral Education Centre in South Australia.

2 Intangibles relate to purchase of desktop software.

3 Operating leases included are effectively non-cancellable and comprise:

| Nature of lease | General description of leasing arrangement |
|---|--|
| Leases for office accommodation | Lease payments are subject to annual increase in accordance with upwards movements in the Consumer Price Index. The initial periods of office accommodation leases are still current and each may be renewed for up to five years at the Agency's option, following a once-off adjustment of rentals to current market levels. |
| Agreements for the provision of motor vehicles to senior executive officers | No contingent rentals exist. There are no renewal or purchase options available to the Agency. |
| Agreements for the provision of IT and communication related services | Service level agreements with IT and communication providers. Includes provision of software licences and agreement for services to be obtained as required over the duration of the licences. |

4 Commitments receivable by the AEC relate to arrangements with each State and Territory for the sharing of certain costs associated with the maintenance of the joint Commonwealth, State and Territory electoral rolls.

The above schedule should be read in conjunction with the accompanying notes.

**AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF CONTINGENCIES**

as at 30 June 2003

| | Notes | 2003 \$'000 | 2002 \$'000 |
|-----------------------------------|-------|----------------|----------------|
| Contingent liabilities | | | |
| Restoration costs – office leases | | - | 852 |
| Claims for damages/costs | | 255 | 410 |
| | | 255 | 1,262 |
| Contingent assets | | | |
| Claims for damages/costs | | 25 | - |
| Net contingent liabilities | | 230 | 1,262 |

Details of each class of contingent liabilities and assets, including those not included above because they cannot be quantified or are considered remote, are disclosed in Note 11: Contingent Liabilities and Assets.

The above schedule should be read in conjunction with the accompanying notes.

**AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF ADMINISTERED ITEMS**

| | Notes | 2003 \$'000 | 2002 \$'000 |
|--|-------|----------------|----------------|
| Revenues Administered on Behalf of Government <i>for the year ended 30 June 2003</i> | | | |
| Non-taxation revenue | | | |
| Goods and services | 17A | 3,898 | 3,659 |
| Other | 17A | 246 | 1,017 |
| Total Revenues Administered on Behalf of Government | | 4,144 | 4,676 |
| Expenses Administered on Behalf of Government <i>for the year ended 30 June 2003</i> | | | |
| Grants | 17B | 111 | 38,685 |
| Other | 17B | 2 | 28 |
| Total Expenses Administered on Behalf of Government | | 113 | 38,713 |
| Assets Administered on Behalf of Government <i>for the year ended 30 June 2003</i> | | | |
| Financial Assets | | | |
| Cash | 17C | 2 | 1 |
| Receivables | 17C | 1,100 | 956 |
| Total Assets Administered on Behalf of Government | | 1,102 | 957 |
| Liabilities Administered on Behalf of Government <i>as at 30 June 2003</i> | | | |
| Payables | | | |
| Other payables | 17D | - | 205 |
| Total Liabilities Administered on Behalf of Government | | - | 205 |
| Net Assets Administered on Behalf of Government | 17E | 1,102 | 752 |
| Current Liabilities | | - | 205 |
| Non-current Liabilities | | - | - |
| Current Assets | | 1,102 | 957 |
| Non-current Assets | | - | - |

The above schedule should be read in conjunction with the accompanying notes.

**AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF ADMINISTERED ITEMS (CONTINUED)**

| | Notes | 2003 \$'000 | 2002 \$'000 |
|--|-------|----------------|----------------|
| Administered Cash Flows | | | |
| <i>for the year ended 30 June 2003</i> | | | |
| Operating Activities | | | |
| Cash received | | | |
| Rendering of services | | 3,754 | 3,460 |
| Cash from Official Public Account for: | | | |
| - Appropriations | | 113 | 38,712 |
| Other | | 132 | 3,379 |
| Total cash received | | 3,999 | 45,551 |
| Cash used | | | |
| Political Parties | | 111 | 38,685 |
| Suppliers | | 2 | - |
| Cash to Official Public Account: | | | |
| - Other | | 3,885 | 6,837 |
| Other | | - | 29 |
| Total cash used | | 3,998 | 45,551 |
| Net cash from operating activities | | 1 | - |
| Net increase in cash held | | 1 | - |
| Cash at the beginning of the reporting period | | 1 | 1 |
| Cash at the end of the reporting period | | 2 | 1 |
| Administered Commitments | | | |
| <i>as at 30 June 2003</i> | | | |
| BY TYPE | | | |
| Commitments receivable ¹ | | (2,375) | (7,813) |
| Net administered commitments | | (2,375) | (7,813) |
| BY MATURITY | | | |
| All net commitments | | | |
| One year or less | | (825) | (3,928) |
| From one to five years | | (1,550) | (3,885) |
| Over five years | | - | - |
| Net administered commitments | | (2,375) | (7,813) |

NB: All commitments are GST inclusive where relevant.

¹ Commitments receivable relate to arrangements with each State and Territory for the sharing of certain electoral costs associated with the maintenance of the joint Commonwealth, State and Territory electoral rolls.

The above schedule should be read in conjunction with the accompanying notes.

AUSTRALIAN ELECTORAL COMMISSION
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

for the year ended 30 June 2003

| Note | Description |
|-------------|--|
| 1. | Summary of Significant Accounting Policies |
| 2. | Operating Revenues |
| 3. | Operating Expenses |
| 4. | Borrowing Cost Expenses |
| 5. | Financial Assets |
| 6. | Non-Financial Assets |
| 7. | Provisions |
| 8. | Payables |
| 9. | Equity |
| 10. | Cash Flow Reconciliation |
| 11. | Contingent Liabilities and Assets |
| 12. | Executive Remuneration |
| 13. | Remuneration of Auditors |
| 14. | Average Staffing Levels |
| 15. | Act of Grace Payments, Waivers and Defective Administration Scheme |
| 16. | Financial Instruments |
| 17. | Administered Items |
| 18. | Appropriations |
| 19. | Assets Held in Trust |
| 20. | Reporting of Outcomes |

Notes to and forming part of the financial statements

Note 1 Summary of Significant Accounting Policies

1.1 Objectives of the Australian Electoral Commission

The Australian Electoral Commission (AEC) is an independent statutory body established under the *Commonwealth Electoral Act 1918* for the purpose of conducting elections and referendums, maintaining the electoral roll and providing electoral information, education programs and related services.

While the AEC is predominantly funded by parliamentary appropriations, revenue is also received for the provision of electoral services to other organisations.

The AEC is structured to meet three outcomes:

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

Agency activities contributing toward these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenue and expenses controlled or incurred by the Agency in its own right. Administered activities involve the management or oversight by the Agency, on behalf of the Government, of items controlled or incurred by the Government.

Administered items managed for the Government by the AEC are primarily the collection of Electoral Fees and Fines under the operations of Outcome 2 (*Impartial and independent electoral services*). In addition, under current funding arrangements revenue received by the AEC relating to the sale of joint roll data is split between Departmental and Administered. Joint roll sales are managed under Outcome 1 (*An effective electoral roll*).

1.2 Basis of Accounting

The financial statements are required by section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The statements have been prepared in accordance with:

- Finance Minister's Orders (or FMO's, being the *Financial Management and Accountability (Financial Statements for reporting periods on or after 30 June 2003) Orders*);
- Australian Accounting Standards and Accounting Interpretations issued by the Australian Accounting Standards Board; and
- Consensus Views of the Urgent Issues Group.

Notes to and forming part of the financial statements

The Statements of Financial Performance and Financial Position have been prepared on an accrual basis and are in accordance with the historical cost convention, except for certain assets, which, as noted, are at valuation. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

Assets and Liabilities are recognised in the Statement of Financial Position when and only when it is probable that future economic benefits will flow and the amounts of the assets or liabilities can be reliably measured. Assets and liabilities arising under agreements equally proportionately unperformed are however not recognised unless required by an Accounting Standard. Liabilities and assets that are unrecognised are reported in the Schedule of Commitments and the Schedule of Contingencies (other than remote contingencies, which are reported at Note 11).

Revenues and expenses are recognised in the AEC's Statement of Financial Performance when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

The continued existence of the AEC in its present form, and with its present programs, is dependent on government policy and on continuing appropriations by Parliament for the AEC's administration and programs.

Administered revenues, expenses, assets and liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis and using the same policies as for Agency items, except where otherwise stated at Note 1.20.

1.3 Changes in Accounting Policy

The accounting policies used in the preparation of these financial statements are consistent with those used in 2001–02, except in respect of:

- The accounting for output appropriations (refer to Note 1.4);
- Recognition of equity injections (refer to Note 1.5);
- Measurement of certain employee benefits at nominal amounts (refer Note 1.6);
- The initial revaluation of property plant and equipment on a fair value basis (refer Note 1.12); and
- The imposition of an impairment test for non-current assets carried at cost (refer to Note 1.13).

1.4 Revenue

Revenues from Government

Departmental outputs for the year (less any savings offered up in Portfolio Additional Estimates Statements) are recognised as revenue, except for certain amounts which relate to activities that are reciprocal in nature, in which case revenue is only recognised when it has been earned.

Resources received free of charge

Services received free of charge are recognised as revenue when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of these resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised at their fair value when the asset qualifies for recognition, unless received from another government agency as a consequence of a restructuring of administrative arrangements (refer to Note 1.5).

Notes to and forming part of the financial statements

Other Revenue

Revenue from the sale of goods is recognised upon delivery of goods to customers.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts or other agreements to provide services. The stage of completion is determined according to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Revenue from disposal of non-current assets is recognised when control of the asset has passed to the buyer.

1.5 Transactions by the Government as Owner*Equity injections*

From 1 July 2002, the FMOs require that amounts of appropriations designated as 'equity injections' (less any savings offered up in Portfolio Additional Estimates Statements) are recognised directly in Contributed Equity as at 1 July or later date of effect of the appropriation.

This is a change of accounting policy from 2001–02 to the extent any part of an equity injection that was dependent on specific future events occurring was not recognised until the appropriation was drawn down.

The change in policy has no financial effect in 2002–03 because the full amounts of the equity injections for 2001–02 were recognised in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Commonwealth agency or authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Capital Use Charge

A capital usage charge of 11% (2002: 11%) is imposed by the Government on the departmental net assets of the AEC at year end. The net assets figure is adjusted to take into account of asset gifts and revaluation increments during the financial year. The charge is accounted for as a dividend to Government.

In accordance with the recommendations of a review of Budget Estimates and Framework, the Government has decided that the charge will not operate after 30 June 2003.

1.6 Employee Benefits

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for wages and salaries (including non-monetary benefits), annual leave and sick leave are measured at their nominal amounts. Other employee benefits expected to be settled within 12 months of the reporting date are also measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability. This is a change in accounting policy from last year required by an initial application of a new Accounting Standard AASB 1028 from 1 July 2002.

Notes to and forming part of the financial statements

All other employee benefit liabilities are measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

Leave

No provision is made for sick leave as all sick leave is non-vesting and the average sick leave estimated to be taken by employees each year is less than the annual entitlement for sick leave.

The liability includes provision for annual leave and long service leave.

Annual leave and the current portion of long service leave liabilities are measured as the unused entitlement at balance date by the expected wage and salary rates in the period that payments are expected to be made.

The non-current portion of the liability for long service leave reflects the present value of the estimated future cash flows to be paid. In determining the present value of the liability, expected attrition rates and future pay increases through promotion and inflation are taken into account.

The determination of current and non-current portions of the long service leave provision is based on past history of payments.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments in circumstances where the AEC has formally identified positions as excess to requirements and a reliable estimate of the amount of the payments can be determined.

Superannuation

Staff of AEC are members of the Commonwealth Superannuation Scheme and the Public Sector Superannuation Scheme. The liability for their superannuation benefits is recognised in the financial statements of the Commonwealth and is settled by the Commonwealth in due course.

AEC makes employer contributions to the Commonwealth at rates determined by an actuary to be sufficient to meet the cost to the Commonwealth of the superannuation entitlements of the Agency's employees.

The liability for superannuation recognised as at 30 June represent accruals from the last fortnight pay to 30 June 2003.

1.7 Leases

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of leased non-current assets and operating leases under which the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at the present value of minimum lease payments at the inception of the lease and a liability recognised for the same amount. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a basis which is representative of the pattern of benefits derived from the leased assets. The net present value of future net outlays in respect of surplus space under non-cancellable lease agreements is expensed in the period in which the space becomes surplus.

Notes to and forming part of the financial statements

Lease incentives taking the form of 'free' leasehold improvements and rent holidays are recognised as liabilities. These liabilities are reduced by allocating lease payments between rental expense and reduction of the liability.

1.8 Borrowing costs

All borrowing costs are expensed as incurred except to the extent that they are directly attributable to qualifying assets, in which case they are capitalised. The amount capitalised in a reporting period does not exceed the amount of costs incurred in that period.

1.9 Cash

Cash means notes and coins held and any deposits held at call with a bank or financial institution.

1.10 Financial instruments

Accounting policies for financial instruments are stated at Note 16.

1.11 Acquisition of Assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.12 Property, Plant and Equipment

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the Statement of Financial Position, except for purchases costing less than \$2,000 (2002: \$1,000), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The increase in threshold resulted in a \$1.3m write-off to the Statement of Financial Performance.

Revaluations

Basis

Land, buildings, plant and equipment are carried at valuation. Revaluations undertaken up to 30 June 2002 were done on a deprival basis; revaluations to be performed after that date are at fair value. This change in accounting policy is required by Australian Accounting Standard AASB 1041 *Revaluation of Non-Current Assets*.

Notes to and forming part of the financial statements

Fair and deprival values for each class of asset are determined as shown below.

| <i>Asset class</i> | <i>Fair value measured at:</i> | <i>Deprival value measured at:</i> |
|------------------------|--------------------------------|------------------------------------|
| Land | Market selling price | Market selling price |
| Buildings | Market selling price | Depreciated replacement cost |
| Leasehold improvements | Depreciated replacement cost | Depreciated replacement cost |
| Plant & equipment | Market selling price | Depreciated replacement cost |

Under both deprival and fair value, assets which are surplus to requirements are measured at their net realisable value.

Accounting Standard AAS 6 *Accounting Policies* requires, where practicable, presentation of the information that would have been disclosed in the 2001–02 had the new accounting policy always been applied. It is impracticable to present this information.

The financial effect for 2002–03 of this change in policy relates to those assets to be recognised at fair value at 30 June 2003. The financial effect of the change is given by the difference between the carrying amounts at 30 June 2002 of these assets and their fair values as at 01 July 2002. Accordingly, the change in policy has had no financial effect.

Frequency

Land, buildings, infrastructure, plant and equipment are revalued progressively in accordance with the 'deprival' method of valuation in successive 3-year cycles. All current cycles commenced on 1 July 2002 and finish on 30 June 2004.

Freehold land and buildings and leasehold improvements are revalued every three years. The last revaluation was conducted as at 30 June 2001.

Plant and equipment (P&E) assets, including assets under finance leases, are being revalued by type of asset. Plant and equipment assets were revalued as at 30 June 2001.

Assets in each class acquired after the commencement of a progressive revaluation cycle are not captured by the progressive revaluation then in progress.

Conduct

All valuations are conducted by an independent qualified valuer.

Recoverable amount test

From 1 July 2002, the Schedule 1 no longer requires the application of the recoverable amount test in Australian Accounting Standard AAS 10 *Recoverable Amount of Non-Current Assets* to the assets of agencies when the primary purpose of the asset is not the generation of net cash inflows.

No property plant and equipment assets have been written down to recoverable amount per AAS 10. Accordingly, the change in policy has had no financial effect.

Depreciation and Amortisation

Depreciable property plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the AEC using, in all cases, the straight-line method of depreciation. Leasehold improvements are amortised on a straight-line basis over the lesser of the estimated useful life of the improvements or the unexpired period of the lease.

Notes to and forming part of the financial statements

Depreciation/amortisation rates (useful lives) and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate. Residual values are re-estimated for a change in prices only when assets are revalued.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

| | 2003 | 2002 |
|----------------------------|---------------------------------|--------------------------|
| Buildings on freehold land | 40 years | 40 years |
| Leasehold improvements | Lease term, or intention | Lease term, or intention |
| Plant and equipment | 5 to 10 years | 5 to 10 years |

The aggregate amount of depreciation allocated for each class of asset during the reporting period is disclosed in Note 3C.

1.13 Intangibles

AEC's intangibles comprise internally developed software for internal use. These assets are carried at cost, except for developed software costing less than \$5,000, which is expensed in the year of development.

From 1 July 2002, Schedule 1 no longer requires the application of the recoverable amount test in Australian Accounting Standard AAS 10 *Recoverable Amount of Non-Current Assets* to the assets of agencies when the primary purpose of the asset is not the generation of net cash inflows.

However, Schedule 1 now requires such assets, if carried on the cost basis, to be assessed for indications of impairment. The carrying amount of impaired assets must be written down to the higher of its net market selling price or depreciated replacement cost.

All software assets were assessed for impairment as at 1 July 2002. None were found to be impaired. However, an impairment write-down was booked for certain software as at 30 June 2003.

Software is amortised on a straight-line basis over their anticipated useful lives.

Useful lives are:

| | 2003 | 2002 |
|-------------------------------|---------------------|--------------|
| Internally developed software | 3 to 5 years | 3 to 5 years |

1.14 Inventories

No inventory is held for resale.

Inventories not held for resale are valued at cost, unless they are no longer required, in which case they are valued at net realisable value.

Costs incurred in bringing each item of inventory to its present location and condition are assigned as follows:

- raw materials and stores – purchase costs on a first-in-first-out basis; and
- finished goods and work in progress – cost of direct materials and labour plus attributable costs that are capable of being allocated on a reasonable basis.

Notes to and forming part of the financial statements

1.15 Taxation

The AEC is exempt from all forms of taxation except Fringe Benefits Tax and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST:

- except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- except for receivables and payables.

1.16 Foreign Currency

Transactions denominated in a foreign currency are converted at the exchange rate at the date of the transaction. Foreign currency receivables and payables are translated at the exchange rates current as at balance date. Associated currency gains and losses are not material.

1.17 Insurance

The AEC has insured for risks through the Government's insurable risk managed fund, called 'Comcover'. Workers compensation is insured through the Government's Comcare Australia.

1.18 Comparative Figures

Comparative figures have been adjusted to conform to changes in presentation in these financial statements where required.

1.19 Rounding

Amounts have been rounded to the nearest \$1,000 except in relation to the following:

- act of grace payments and waivers;
- remuneration of executives;
- remuneration of auditors; and
- assets held in trust.

1.20 Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related Notes.

Except where otherwise stated below, administered items are accounted for on the same basis and using the same policies as for Agency items, including the application to the greatest extent possible of Accounting Standards, Accounting Interpretations and UIG Consensus Views.

Administered appropriations received or receivable from the Official Public Account (OPA) are not reported as administered revenues or assets respectively. Similarly, administered receipts transferred or transferable to the OPA are not reported as administered expenses or payables. These transactions or balances are internal to the administered entity.

These transfers of cash are reported as administered (operating) cash flows and in the administered reconciliation table in Note 17E.

Notes to and forming part of the financial statements

Accounting policies which are relevant to administered activities only of the AEC are disclosed below.

Revenue

All administered revenues are revenues relating to the core operating activities performed by the Agency on behalf of the Commonwealth.

Appropriations for administered expenses may be unlimited or limited as to amount. Where the appropriation is the annual appropriation and limited as to amount, revenue is recognised to the extent of the lesser of:

- the amount appropriated by Parliament; and
- an amount determined by the Finance Minister – this amount is determined having regard to the expenses incurred for the reporting period.

Where unlimited, revenue is recognised to the extent that expenses have been incurred. Similarly, appropriations credited to administered special accounts are recognised as revenue to the extent that expenses are incurred.

Other Revenue

Revenue from the sale of goods and services is recognised upon delivery of goods to customers.

Administered fines are recognised in the period in which the breach occurs.

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
| Note 2 Operating Revenues | | |
| Note 2A Revenues from Government | | |
| Appropriations for outputs | 92,441 | 141,027 |
| Resources received free of charge | 66 | 66 |
| Total revenues from government | 92,507 | 141,093 |
| Note 2B Goods and Services | | |
| Goods | 4,123 | 3,764 |
| Services | 11,369 | 5,890 |
| Total sales of goods and services | 15,492 | 9,654 |
| Provision of goods to: | | |
| Related entities | - | 3,676 |
| External entities | 4,123 | 88 |
| Total sales of goods | 4,123 | 3,764 |
| Rendering of services to: | | |
| Related entities | - | - |
| External entities | 11,369 | 5,890 |
| Total rendering of services | 11,369 | 5,890 |
| Note 2C Interest Revenue | | |
| Interest on deposits | 1,282 | 1,327 |
| Note 2D Net Gains from Sales of Assets | | |
| Infrastructure, plant and equipment: | | |
| Proceeds from disposal | 11 | 16 |
| Net book value of assets disposed | (161) | (75) |
| Net loss from disposal of infrastructure, plant and equipment | (150) | (59) |
| Note 2E Other Revenue | | |
| Sundry revenue | 803 | 447 |
| Write-off disputed creditors | 371 | - |
| Total other revenue | 1,174 | 447 |

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
|--|----------------|----------------|

Note 3 Operating Expenses**Note 3A Employee Expenses**

| | | |
|--|---------------|---------------|
| Wages and salary | 40,689 | 71,115 |
| Superannuation | 4,493 | 5,686 |
| Leave and other entitlements | 4,059 | 6,321 |
| Separation and redundancies | 423 | 384 |
| Total employee benefits expense | 49,664 | 83,506 |
| Worker compensation premiums | 351 | 526 |
| Total employee expenses | 50,015 | 84,032 |

Note 3B Supplier Expenses

| | | |
|---|---------------|---------------|
| Goods and services from external entities | 23,541 | 49,550 |
| Operating lease rentals | 20,235 | 21,666 |
| Total supplier expenses | 43,776 | 71,216 |

Note 3C Depreciation and Amortisation

| | | |
|---|--------------|--------------|
| Depreciation of property, plant and equipment | 3,216 | 2,927 |
| Amortisation of leased assets | - | 228 |
| Amortisation of software | 3,275 | 6,153 |
| Total depreciation and amortisation | 6,491 | 9,308 |

The aggregate amounts of depreciation or amortisation expensed during the reporting period for each class of depreciable asset are as follows:

| | | |
|--|--------------|--------------|
| Buildings on freehold land | 4 | 4 |
| Leasehold improvements | 1,621 | 1,649 |
| Plant and equipment | 38 | 42 |
| IT equipment | 803 | 457 |
| Computer software | 3,275 | 6,153 |
| Office equipment | 496 | 663 |
| Furniture & fittings | 254 | 340 |
| Total depreciation and amortisation | 6,491 | 9,308 |

No depreciation or amortisation was allocated to the carrying amounts of other assets.

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|---|----------------|----------------|
| Note 3D Write down of assets | | |
| Financial assets | | |
| Bad and doubtful debts expense | 44 | 7 |
| Non-financial assets | | |
| Plant & equipment – write-off on disposal | 1,165 | 215 |
| Intangibles – impairment write-off | 111 | 2 |
| Total write-down of assets | 1,320 | 224 |
| Note 4 Borrowing Costs Expenses | | |
| Finance lease of IT Equipment (Desk Top) | - | 54 |
| Total borrowing costs expense | - | 54 |
| Note 5 Financial Assets | | |
| Note 5A Cash | | |
| Cash at bank and on hand | 3,349 | 670 |
| Cash on deposit | - | 25,000 |
| Total cash | 3,349 | 25,670 |

All cash recognised is a current asset

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
| Note 5B Receivables | | |
| Goods and services | 902 | 838 |
| Less: Provision for doubtful debts | (45) | (13) |
| | 857 | 825 |
| Appropriation receivable comprises: | | |
| - General appropriation | 10,659 | - |
| - Electoral and Referendum Amendment Act (No 1) 1999 | 13,441 | - |
| | 24,100 | - |
| Interest receivable | - | 45 |
| Accrued revenue | 794 | 978 |
| GST receivable from the ATO | 938 | 668 |
| Total receivables (net) | 26,689 | 2,516 |
| All receivables are current assets. | | |
| Receivables (gross) are aged as follows: | | |
| Not overdue | 25,832 | 2,144 |
| Overdue by: | | |
| Less than 30 days | 511 | 226 |
| 30 to 60 days | 258 | 4 |
| 60 to 90 days | 2 | 8 |
| More than 90 days | 131 | 147 |
| | 902 | 385 |
| Total receivables (gross) | 26,734 | 2,529 |
| Note 5C Capital Use Charge Receivable | | |
| Capital Use Charge | 371 | 2,693 |
| Balance owing 1 July | 2,693 | 323 |
| Capital Use Charge provided for during the period | (2,485) | (955) |
| Capital Use Charge paid | - | 3,325 |
| Capital Use Charge prior year adjustment | 163 | - |
| Balance owing 30 June | 371 | 2,693 |

The Capital Use Charge receivable is a current asset

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|---|----------------|----------------|
| Note 6 Non-Financial Assets | | |
| Note 6A Land and buildings | | |
| Freehold Land – at 2001 valuation (deprival) | 40 | 40 |
| Total land | 40 | 40 |
| Buildings on freehold land – at 2001 valuation (deprival) | 54 | 54 |
| Accumulated depreciation | (19) | (15) |
| Total Buildings | 35 | 39 |
| Leasehold Improvements – at 2001 valuation (deprival) | 12,788 | 12,788 |
| Accumulated Amortisation | (9,802) | (8,341) |
| | 2,986 | 4,447 |
| Leasehold Improvements – at cost | 1,009 | 584 |
| Accumulated Amortisation | (176) | (16) |
| | 833 | 568 |
| Leasehold Improvements – in progress | 461 | - |
| Total Leasehold improvements | 4,280 | 5,015 |
| Total Land and Buildings (non-current) | 4,355 | 5,094 |
| Note 6B Infrastructure, Plant and Equipment | | |
| Plant and equipment – at 2001 valuation (deprival) | 2,923 | 5,716 |
| Accumulated depreciation | (2,358) | (2,898) |
| | 565 | 2,818 |
| Plant and equipment – at cost | 9,511 | 5,601 |
| Accumulated depreciation | (2,148) | (4,380) |
| | 7,363 | 1,221 |
| Total Plant and Equipment (non-current) | 7,928 | 4,039 |

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
| Note 6C Intangibles | | |
| Computer software | | |
| External software – at cost | 579 | 390 |
| Accumulated depreciation | (346) | (233) |
| | <u>233</u> | <u>157</u> |
| Internally developed in use – at cost | 45,650 | 45,563 |
| Accumulated depreciation | (37,952) | (35,938) |
| | <u>7,698</u> | <u>9,625</u> |
| Internally developed – in progress | 310 | - |
| Total Intangibles (non-current) | <u>8,241</u> | <u>9,782</u> |

Notes to and forming part of the financial statements

Note 6D Analysis of Property, Plant, Equipment and Intangibles

TABLE A – Reconciliation of the opening and closing balances of property, plant, equipment and intangibles

| Item | Total Land | Buildings on Freehold Land | Buildings – Leasehold Improvements | Total Buildings | Total Land and Buildings | Total Plant and Equipment | Computer Software – Total Intangibles | TOTAL |
|---|------------|----------------------------|------------------------------------|-----------------|--------------------------|---------------------------|---------------------------------------|---------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| As at 1 July 2002 | | | | | | | | |
| Gross value | 40 | 54 | 13,372 | 13,426 | 13,466 | 11,317 | 45,953 | 70,736 |
| Accumulated depreciation / amortisation | - | (15) | (8,357) | (8,372) | (8,372) | (7,278) | (36,171) | (51,821) |
| Net book value | 40 | 39 | 5,015 | 5,054 | 5,094 | 4,039 | 9,782 | 18,915 |
| Additions: - Purchases of assets | - | - | 886 | 886 | 886 | 6,757 | 1,894 | 9,537 |
| Net revaluation increment/(decrement) | - | - | - | - | - | - | - | - |
| Write-offs | - | - | - | - | - | (1,116) | (160) | (1,276) |
| Disposals | - | - | - | - | - | (161) | - | (161) |
| Depreciation/amortisation expense | - | (4) | (1,621) | (1,625) | (1,625) | (1,591) | (3,275) | (6,491) |
| As at 30 June 2003 | | | | | | | | |
| Gross value | 40 | 54 | 14,258 | 14,312 | 14,352 | 12,434 | 46,539 | 73,335 |
| Accumulated depreciation / amortisation | - | (19) | (9,978) | (9,997) | (9,997) | (4,506) | (38,298) | (52,801) |
| Net book value | 40 | 35 | 4,280 | 4,315 | 4,355 | 7,928 | 8,241 | 20,524 |

Notes to and forming part of the financial statements

TABLE B – Assets at valuation

| Item | Total Land | Buildings on Freehold Land | Buildings – Leasehold Improvements | Total Buildings | Total Land and Buildings | Plant and Equipment | Computer Software – Total Intangibles | TOTAL |
|---|------------|----------------------------|------------------------------------|-----------------|--------------------------|---------------------|---------------------------------------|--------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| As at 30 June 2003 | | | | | | | | |
| Gross value | 40 | 54 | 12,788 | 12,842 | 12,882 | 2,923 | - | 15,805 |
| Accumulated depreciation / amortisation | - | (19) | (9,802) | (9,821) | (9,821) | (2,358) | - | (12,179) |
| Net book value | 40 | 35 | 2,986 | 3,021 | 3,061 | 565 | - | 3,626 |
| As at 30 June 2002 | | | | | | | | |
| Gross value | 40 | 54 | 12,788 | 12,842 | 12,882 | 5,716 | - | 18,598 |
| Accumulated depreciation / amortisation | - | (15) | (8,341) | (8,356) | (8,356) | (2,898) | - | (11,254) |
| Net book value | 40 | 39 | 4,447 | 4,486 | 4,526 | 2,818 | - | 7,344 |

TABLE C – Assets under construction

| Item | Land | Buildings on Freehold Land | Buildings – Leasehold Improvements | Total Buildings | Total Land and Buildings | Plant and Equipment | Computer Software – Total Intangibles | TOTAL |
|------------------------------------|------|----------------------------|------------------------------------|-----------------|--------------------------|---------------------|---------------------------------------|--------|
| | | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Gross value at 30 June 2003 | | | | | | | | |
| | - | - | 461 | 461 | 461 | - | 310 | 771 |
| Gross value at 30 June 2002 | | | | | | | | |
| | - | - | - | - | - | - | - | - |

All assets under construction are also included in Table A above.

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|---|----------------|----------------|
| Note 6E Inventories | | |
| Election equipment at cost (ie ballot paper and voting equipment) | 1,808 | 1,884 |
| All departmental inventories are current assets. | | |
| Note 6F Other Non-Financial Assets | | |
| Prepayments | 737 | 756 |
| Total other non-financial assets | 737 | 756 |
| All other non-financial assets are current assets. | | |
| Note 7 Provisions | | |
| Note 7A Employee Provisions | | |
| Salaries and wages | 1,501 | 1,098 |
| Leave | 18,000 | 20,223 |
| Superannuation | 171 | 149 |
| Aggregate employee benefit liability and related on-costs | 19,672 | 21,470 |
| Current | 11,412 | 8,102 |
| Non-current | 8,260 | 13,368 |
| | 19,672 | 21,470 |
| Note 7B Other Provisions | | |
| Lease incentives | 1,012 | 840 |
| Office leases – restoration costs | 1,235 | - |
| | 2,247 | 840 |
| Current | 507 | 199 |
| Non-current | 1,740 | 641 |
| Total other provisions | 2,247 | 840 |

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
|--|----------------|----------------|

Note 8 Payables**Note 8A Supplier Payables**

| | | |
|--------------------------------|--------------|--------------|
| Trade creditors | 1,902 | 6,012 |
| Operating lease rentals | 1,298 | 1,044 |
| Total supplier payables | 3,200 | 7,056 |

All supplier payables are current liabilities.

Note 8B Other Payables

| | | |
|-----------------------------|------------|------------|
| Unearned revenue – other | 368 | 478 |
| Total other payables | 368 | 478 |

All other payables are current liabilities.

Notes to and forming part of the financial statements

Note 9 Equity**Note 9A Analysis of Equity**

| Item | Accumulated Results | | Asset Revaluation Reserves | | Deferred Activities Reserve | | Total Reserves | | Contributed Equity | | TOTAL EQUITY | |
|---|---------------------|----------------|----------------------------|----------------|-----------------------------|----------------|----------------|----------------|--------------------|----------------|----------------|----------------|
| | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 |
| Opening balance at 1 July | 963 | 7,127 | 17,397 | 17,451 | - | 7,163 | 17,397 | 24,614 | 4,230 | 4,230 | 22,590 | 35,971 |
| Net result | 8,703 | (12,372) | - | - | - | - | - | - | - | - | 8,703 | (12,372) |
| Decrease in retained surpluses on application of transitional provisions in accounting standard AASB 1044 <i>Provisions, Contingent Liabilities and Contingent Assets</i> | (811) | - | - | - | - | - | - | - | - | - | (811) | - |
| Net revaluation increment/(decrement) | - | - | - | (54) | - | - | - | (54) | - | - | - | (54) |
| Transactions with owner: | | | | | | | | | | | | |
| Distributions to owner: | | | | | | | | | | | | |
| Returns on capital | | | | | | | | | | | | |
| Capital use charge (CUC) | (2,485) | (955) | - | - | - | - | - | - | - | - | (2,485) | (955) |
| Prior year adjustment Capital use charge (CUC) | 163 | - | - | - | - | - | - | - | - | - | 163 | - |
| Returns of capital | | | | | | | | | | | | |
| Returns of contributed equity | - | - | - | - | - | - | - | - | (169) | - | (169) | - |
| Transfers to (from) Reserves | - | 7,163 | - | - | - | (7,163) | - | (7,163) | - | - | - | - |
| Closing balance as at 30 June | 6,533 | 963 | 17,397 | 17,397 | - | - | 17,397 | 17,397 | 4,061 | 4,230 | 27,991 | 22,590 |
| Less: outside equity interests | - | - | - | - | - | - | - | - | - | - | - | - |
| Total equity attributable to the Commonwealth | 6,533 | 963 | 17,397 | 17,397 | - | - | 17,397 | 17,397 | 4,061 | 4,230 | 27,991 | 22,590 |

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
|--|----------------|----------------|

Note 10 Cash Flow Reconciliation**Reconciliation of cash per Statement of Financial Position to Statement of Cash Flows**

| | | |
|--|-------|--------|
| Cash at year end per Statement of Cash Flows | 3,349 | 25,670 |
| Statement of Financial Position items comprising above cash: 'Financial Asset – Cash' | 3,349 | 25,670 |

Reconciliation of net surplus to net cash from operating activities:

| | | |
|---|-----------------|--------------|
| Net surplus (deficit) | 7,892 | (12,372) |
| Depreciation / amortisation | 6,491 | 9,306 |
| Write down of non-current assets | 1,276 | 215 |
| Loss/(Gain) on disposal of assets | 150 | 59 |
| Decrease (increase) in net receivables | (24,173) | 733 |
| Decrease (increase) in inventories | 76 | 2,690 |
| Decrease (increase) in prepayments | 19 | 481 |
| Decrease (increase) in other assets | - | (978) |
| Increase (decrease) in employee provisions | (1,798) | 1,951 |
| Increase (decrease) in supplier payables | (3,941) | 1,639 |
| Increase (decrease) in income in advance | (110) | (419) |
| Increase (decrease) in other liabilities | 1,407 | (204) |
| Net cash from / (used by) operating activities | (12,711) | 3,101 |

Note 11 Contingent Liabilities and Assets*Quantifiable Contingencies*

The Schedule of Contingencies reports contingent liabilities in respect of claims for damages/costs of \$255,000 (2002: \$410,000). The amount represents an estimate of the AEC's liability based on precedent cases. The AEC is defending the claims.

Unquantifiable Contingencies

At 30 June 2003, the AEC had a number of legal claims against it relating to **Public Liability Claims** at polling locations. These are being defended on behalf of the AEC by Comcover, the AEC's general insurer. Under the AEC's current insurance policy cover any eventual payments will be made by Comcover.

Remote Contingencies

There were no remote contingencies identified by the AEC at reporting date.

Notes to and forming part of the financial statements

2003

2002

Note 12 Executive Remuneration

The number of Executives who received or were due to receive total remuneration of \$100,000 or more:

| | Number | Number |
|------------------------|--------|--------|
| \$100,001 to \$110,000 | - | 3 |
| \$110,001 to \$120,000 | - | 3 |
| \$120,001 to \$130,000 | 1 | 2 |
| \$130,001 to \$140,000 | - | 1 |
| \$140,001 to \$150,000 | 4 | 1 |
| \$150,001 to \$160,000 | 3 | 2 |
| \$160,001 to \$170,000 | 1 | - |
| \$170,001 to \$180,000 | - | - |
| \$180,001 to \$190,000 | 2 | 1 |
| \$190,101 to \$200,000 | 1 | - |
| \$200,001 to \$210,000 | 2 | - |
| \$210,001 to \$220,000 | - | 1 |
| \$230,001 to \$240,000 | 1 | - |

The aggregate amount of total remuneration of executives shown above. **\$2,545,208** \$1,893,021

The aggregate amount of separation and redundancy payments during the year to executives shown above. - \$106,580

The components of executive remuneration include wages and salaries, leave accruals, performance and other bonuses, superannuation, motor vehicles, any other allowances and fringe benefits included within remuneration agreements.

Note 13 Remuneration of Auditors

Financial statement audit services are provided free of charge to the AEC.

The fair value of the services provided was:

No other services were provided by the Auditor-General.

\$66,000

\$66,000

Note 14 Average Staffing Levels

The average staffing level for the AEC during the year was:

Number

Number

771

807

Note 15 Act of Grace Payments, Waivers and Defective Administration Scheme

No 'Act of Grace' payments were made during the reporting period, and there are no amounts owing as at year end.

No waivers of amounts owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*.

No payments were made under the 'Defective Administration Scheme' during the reporting period.

Notes to and forming part of the financial statements

Note 16 Financial Instruments

Note 16A Terms, Conditions and Accounting Policies

| Financial Instrument | Notes | Accounting Policies and Methods (including recognition criteria and measurement basis) | Nature of underlying instrument (including significant terms & conditions affecting the amount, timing and certainty of cash flows) |
|------------------------------------|-------|--|---|
| FINANCIAL ASSETS | | Financial assets are recognised when control over future economic benefits is established and the amount of the benefit can be reliably measured. | |
| Cash | 5A | Cash is recognised at the nominal amounts. Interest on cash at bank is credited to revenue as it accrues. | The AEC invests funds with the Reserve Bank of Australia at call. Monies in the Agency's bank accounts are swept into the Official Public Account nightly. The AEC was able to invest monies in Term Deposits as well as receiving interest on the daily account balance. During 2002–03 the average interest rate on combined term and normal deposits was 4.73% for the year (2001–02 – 4.70%). Interest is paid in arrears on the first business day after the end of each quarter for normal account balances and at maturity of term deposits. |
| Receivables for goods and services | 5B | These receivables are recognised at the nominal amounts due less any provision for bad and doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collection of the debt is judged to be less rather than more likely. | Receivables are with entities external to and within the Commonwealth. Credit terms are net 30 days (2002: 30 days). |
| FINANCIAL LIABILITIES | | Financial liabilities are recognised when a present obligation to another party is entered into and the amount of the liability can be reliably measured. | |
| Trade creditors | 8A | Creditors and accruals are recognised at their nominal amounts, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced). | All creditors are entities that are not part of the Commonwealth legal entity. Settlement is usually made net 30 days. |

Notes to and forming part of the financial statements

Note 16B Interest Rate Risk

| Financial Instrument | Notes | Floating Interest Rate | Fixed Interest Rate Maturing In | | | | Non-Interest Bearing | | Total | | Weighted Average Effective Interest Rate | |
|--|-------|------------------------|---------------------------------|----------------|----------------|----------------|----------------------|----------------|----------------|----------------|--|-----------|
| | | | 1 Year or Less | 1 to 5 Years | > 5 Years | | | | | | | |
| | | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 % | 2002 % |
| Financial Assets | | | | | | | | | | | | |
| Cash at bank | 5A | 3,319 | - | - | - | - | - | 30 | 3,349 | 670 | 2.00 | 2.00 |
| Cash on deposit | 5A | - | 25,000 | - | - | - | - | - | - | 25,000 | 4.73 | 4.70 |
| Receivables for goods and services (gross) | 5B | - | - | - | - | - | - | 1,696 | 1,696 | 1,816 | - | - |
| Interest receivable | 5B | - | - | - | - | - | - | - | - | 45 | - | - |
| Other | 5B | - | - | - | - | - | - | 25,038 | 25,038 | 668 | - | - |
| Capital use charge | 5C | - | - | - | - | - | - | 371 | 371 | 2,693 | - | - |
| Total | | 3,319 | - | - | - | - | - | 27,135 | 30,454 | 30,892 | | |
| Total Assets | | | | | | | | | 53,478 | 52,434 | | |
| Financial Liabilities | | | | | | | | | | | | |
| Trade creditors | 8A | - | - | - | - | - | - | 3,200 | 3,200 | 7,056 | - | - |
| Other creditors | 8B | - | - | - | - | - | - | 368 | 368 | 478 | - | - |
| Total | | - | - | - | - | - | - | 3,568 | 3,568 | 7,534 | | |
| Total Liabilities | | | | | | | | | 25,487 | 29,844 | | |

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
|--|----------------|----------------|

Note 16C Net Fair Values of Financial Assets and Liabilities

| | Notes | Total carrying amount | Aggregate net fair value | Total carrying amount | Aggregate net fair value |
|---|-------|-----------------------------|--------------------------------|-----------------------------|--------------------------------|
| Departmental Financial Assets | | | | | |
| Cash at bank | 5A | 3,349 | 3,349 | 670 | 670 |
| Cash on deposit | 5A | - | - | 25,000 | 25,000 |
| Receivables for goods and services (net) | 5B | 1,651 | 1,651 | 1,803 | 1,803 |
| Interest | 5B | - | - | 45 | 45 |
| Other | 5B | 25,038 | 25,038 | 668 | 668 |
| Capital use charge receivable | 5C | 371 | 371 | 2,693 | 2,693 |
| Total Financial Assets | | 30,409 | 30,409 | 30,879 | 30,879 |
| Financial Liabilities (Recognised) | | | | | |
| Trade Creditors | 8A | 3,200 | 3,200 | 7,056 | 7,056 |
| Other | 8B | 368 | 368 | 478 | 478 |
| Total Financial Liabilities (Recognised) | | 3,568 | 3,568 | 7,534 | 7,534 |
| Financial Liabilities (Unrecognised) | 11 | - | - | - | - |

Financial assets

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

Financial liabilities

The net fair values of the finance lease, surplus space and guarantees are based on discounted cash flows using current interest rates for liabilities with similar risk profiles. (Where the liability is on a floating rate of interest, the method returns the principal amount.)

The net fair values for trade creditors are approximated by their carrying amounts.

The net fair values of the indemnity given is taken to be nil as the likelihood of any part of it being called upon is regarded as remote.

Note 16D Credit Risk Exposures

The AEC's maximum exposure to credit risk at reporting date in relation to each class of recognised financial assets is the carrying amount of those assets as indicated in the Statement of Financial Performance.

The AEC has no significant exposure to any concentrations of credit risk.

All figures for credit risk referred to do not take into account the value of any collateral or other security.

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|---|----------------|----------------|
| Note 17 Administered Items | | |
| Note 17A Revenues Administered on Behalf of Government | | |
| Goods and Services | | |
| Goods | 3,898 | 3,659 |
| Other revenue | | |
| Candidate deposits forfeited – Federal Election | 147 | 92 |
| Electoral fines & penalties | 93 | 878 |
| Refunds | 2 | 28 |
| Other | 4 | 19 |
| Total other revenue | 246 | 1,017 |
| Total Revenues Administered on Behalf of Government | 4,144 | 4,676 |
| Note 17B Expenses Administered on Behalf of Government | | |
| Grants | | |
| Election public funding | 111 | 38,685 |
| Other | | |
| Refunds – electoral fines & penalties | 2 | 28 |
| Total Expenses Administered on Behalf of Government | 113 | 38,713 |
| Note 17C Assets Administered on Behalf of Government | | |
| Financial Assets | | |
| Cash | 2 | 1 |
| Receivables | | |
| Goods and services | 421 | - |
| All receivables are current assets. | | |
| Other | | |
| Accrued Revenue | 679 | 956 |
| Total Assets Administered on Behalf of Government | 1,102 | 957 |

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
| Note 17D Liabilities Administered on Behalf of Government | | |
| Payables | | |
| Other | - | 205 |
| Total Liabilities Administered on Behalf of Government | - | 205 |
| Note 17E Administered Reconciliation Table | | |
| Administered Assets less Administered Liabilities as at 1 July | 752 | 730 |
| Plus Administered revenues | 4,144 | 4,676 |
| Less Administered expenses | (113) | (38,713) |
| Administered transfers to/from Government: | | |
| Appropriation transfers from OPA | 113 | 38,712 |
| Transfers to OPA | (3,794) | (4,653) |
| Restructuring | - | - |
| Administered revaluations taken to/from reserves | - | - |
| Administered Assets less Administered Liabilities as at 30 June | 1,102 | 752 |

Notes to and forming part of the financial statements

Note 17F Administered Financial Instruments

a) Terms, Conditions and Accounting Policies

| Financial Instrument | Notes | Accounting policies and methods (including recognition criteria and measurement basis) | Nature of underlying instrument (including significant terms & conditions affecting the amount, timing and certainty of cash flows) |
|------------------------------|-------|---|--|
| FINANCIAL ASSETS | | Financial assets are recognised when control over future economic benefits is established and the amount of benefit can be reliably measured. | |
| Cash | 17C | Deposits are recognised at their nominal amounts. | The balance of the administered cash account is non interest bearing. |
| FINANCIAL LIABILITIES | | Financial liabilities are recognised when a present obligation to another party is entered into and the amount of the liability can be reliably measured. | |
| Trade creditors | 17D | Creditors and accruals are recognised at the nominal amounts, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced). | All creditors are entities that are not part of the Commonwealth legal entity. Settlement is usually made net 30 days. |

Notes to and forming part of the financial statements

b) Administered Interest Rate Risk

| Financial Instrument | Notes | Floating Interest Rate | | Fixed Interest Rate | | | | Non-Interest Bearing | | Total | | Weighted Average Effective Interest Rate | |
|------------------------------|-------|------------------------|----------------|---------------------|----------------|----------------|----------------|----------------------|----------------|----------------|----------------|--|-----------|
| | | | | 1 Year or Less | | 1 to 5 Years | | > 5 Years | | | | | |
| | | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 % | 2002 % |
| Financial Assets | | | | | | | | | | | | | |
| Cash | 17C | - | - | - | - | - | - | - | 2 | 1 | 1 | n/a | n/a |
| Fees receivable (gross) | 17C | - | - | - | - | - | - | - | 421 | - | - | n/a | n/a |
| Other | 17C | - | - | - | - | - | - | - | 679 | 956 | 956 | n/a | n/a |
| Total | | - | - | - | - | - | - | - | 1,102 | 957 | 957 | | |
| Total Assets | | | | | | | | | 1,102 | 957 | 957 | | |
| Financial Liabilities | | | | | | | | | | | | | |
| Trade creditors | 17D | - | - | - | - | - | - | - | - | - | - | n/a | n/a |
| Other creditors | 17D | - | - | - | - | - | - | - | - | 205 | 205 | n/a | n/a |
| Total | | - | - | - | - | - | - | - | - | 205 | 205 | | |
| Total Liabilities | | | | | | | | | - | 205 | 205 | | |

Notes to and forming part of the financial statements

| | | 2003 \$'000 | | 2002 \$'000 | |
|---|------|-----------------------------|--------------------------------|-----------------------------|--------------------------------|
| c) Net Fair Values of Administered Financial Assets and Liabilities | | | | | |
| | Note | Total carrying amount | Aggregate net fair value | Total carrying amount | Aggregate net fair value |
| Administered Financial Assets | | | | | |
| Cash | 17C | 2 | 2 | 1 | 1 |
| Receivables | 17C | 421 | 421 | - | - |
| Other | 17C | 679 | 679 | 956 | 956 |
| Total Financial Assets | | 1,102 | 1,102 | 957 | 957 |
| Financial Liabilities (Recognised) | | | | | |
| Provisions & Payables | 17D | - | - | - | 205 |
| Total Financial Liabilities (Recognised) | | - | - | - | 205 |

Financial Assets

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

Financial Liabilities

The net fair values for provisions and payables are approximated by their carrying amounts.

Notes to and forming part of the financial statements

Note 18 Appropriations**Note 18A Cash Basis Acquittal of Appropriations from Acts 1 and 3**

| Particulars | Administered Expenses | | | Departmental Outputs | Total |
|--|-----------------------|-----------|-----------|----------------------|---------------|
| | Outcome 1 | Outcome 2 | Outcome 3 | | |
| Year ended 30 June 2003 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Balance carried from previous year | - | - | - | 24,885 | 24,885 |
| Appropriation for reporting period (Act 1) | - | - | - | 83,441 | 83,441 |
| Appropriation for reporting period (Act 3) | - | - | - | - | - |
| Amounts from Comcover receipts | - | - | - | - | - |
| Refunds credited (FMA s 30) | - | - | - | - | - |
| GST credits (FMA s 30 A) | - | - | - | 5,449 | 5,449 |
| Annotations to 'net appropriations' (FMA s 31) | - | - | - | 20,580 | 20,580 |
| Transfer to/from other agencies (FMA s 32) | - | - | - | - | - |
| Administered expenses lapsed (expended) | - | - | - | - | - |
| Available for payments | - | - | - | 134,355 | 134,355 |
| Payments made | - | - | - | 106,906 | 106,906 |
| Balance carried to next year | - | - | - | 27,449 | 27,449 |
| Represented by: | | | | | |
| Cash | - | - | - | 3,349 | 3,349 |
| Add: Appropriations receivable | - | - | - | 24,100 | 24,100 |
| Total | - | - | - | 27,449 | 27,449 |

| Notes to and forming part of the financial statements | | | | | |
|---|-----------------------|-----------|-----------|----------------------|---------|
| Particulars | Administered Expenses | | | Departmental Outputs | Total |
| | Outcome 1 | Outcome 2 | Outcome 3 | | |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Year ended 30 June 2002 | | | | | |
| Balance carried from previous year | - | - | - | 30,688 | 30,688 |
| Appropriation for reporting period (Act 1) | - | - | - | 132,027 | 132,027 |
| Appropriation for reporting period (Act 3) | - | - | - | - | - |
| Amounts from Comcover receipts | - | - | - | - | - |
| Refunds credited (FMA s 30) | - | - | - | - | - |
| GST credits (FMA s 30 A) | - | - | - | 6,614 | 6,614 |
| Annotations to 'net appropriations' (FMA s 31) | - | - | - | 12,065 | 12,065 |
| Transfer to/from other agencies (FMA s 32) | - | - | - | - | - |
| Administered expenses lapsed (expended) | - | - | - | - | - |
| Available for payments | - | - | - | 181,394 | 181,394 |
| Payments made during the year | - | - | - | 156,509 | 156,509 |
| Balance carried to next year | - | - | - | 24,885 | 24,885 |
| <i>Represented by:</i> | | | | | |
| Cash | - | - | - | 24,885 | 24,885 |
| Total | - | - | - | 24,885 | 24,885 |

FMA = Financial Management and Accountability Act 1997

Act 1 = Appropriations Act (No. 1) 2002-2003

Act 3 = Appropriations Act (No. 3) 2002-2003

There were no savings offered up during the year and there have been no savings offered up in previous years that are still ongoing.

Any amounts of administered appropriations for 2002-03 shown above as lapsed are estimates only.

Prior year 'available' figures have been adjusted where the final determinations of amounts lapsed differed to that reported in 2001-02.

[illegible]

Notes to and forming part of the financial statements

| | 2003 \$'000 | 2002 \$'000 |
|--|----------------|----------------|
|--|----------------|----------------|

Note 19 Assets Held in Trust**Other Trust Monies¹**

Legal authority – *Financial Management and Accountability Act 1997; s20*

Purpose – for receipt of moneys temporarily held for possible future repayment, for example, candidate deposits.

| | | |
|---|---------------|----------------|
| Balance carried forward from previous year | 204,426 | 26,506 |
| Receipts during the year | 58,203 | 714,815 |
| Available for payments | 262,629 | 741,321 |
| Payments made | 212,785 | 536,895 |
| Balance carried forward to next year | 49,844 | 204,426 |

¹ In the prior year the title given to this special account was incorrectly stated as 'Funds Held Pending Refund' and this title has now been corrected. Accordingly, the change in title has had no effect on the transactions.

Notes to and forming part of the financial statements

Note 20 Reporting of Outcomes

In determining the full cost of outputs, the AEC charges direct costs to outputs and allocates overheads between outputs on the basis of full time equivalent staff.

Note 20A Net Cost of Outcome Delivery

| | Outcome 1 \$'000 | Outcome 2 \$'000 | Outcome 3 \$'000 | Total \$'000 |
|--|---------------------|---------------------|---------------------|-----------------|
| Administered expenses | - | 113 | - | 113 |
| Departmental expenses | 64,091 | 31,918 | 5,754 | 101,763 |
| Total expenses | 64,091 | 32,031 | 5,754 | 101,876 |
| <i>Costs recovered from provision of goods and services to the non-government sector</i> | | | | |
| Administered | - | - | - | - |
| Departmental | - | - | - | - |
| Total costs recovered | - | - | - | - |
| <i>Other external revenues</i> | | | | |
| Administered | | | | |
| Other | 3,898 | 246 | - | 4,144 |
| Total Administered | 3,898 | 246 | - | 4,144 |
| Departmental | | | | |
| Interest on cash deposits | 773 | 509 | - | 1,282 |
| Revenue from disposal of assets | 11 | - | - | 11 |
| Other | 5,129 | 11,534 | 3 | 16,666 |
| Total Departmental | 5,913 | 12,043 | 3 | 17,959 |
| Total other external revenues | 9,811 | 12,289 | 3 | 22,103 |
| Net cost / (contribution) of outcome | 54,280 | 19,742 | 5,751 | 79,773 |

Notes to and forming part of the financial statements

Note 20B Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Resource consumption by the AEC varies considerably from year to year and become Outcomes 1, 2 and 3 according to electoral cycles. In compiling the budget for 2002–03 in relation to outcomes, reference was made to resource consumption (staff FTE) for the previous non-event year (2000–01). Final resource consumption by output reported for 2002–03 was costed on the basis of direct costs and staff resources allocated during the year.

| Outcome 1 | Output Group 1 | | Outcome 1 Total | |
|------------------------------------|----------------|----------------|----------------------|----------------|
| | Output 1.1.1 | Output 1.1.2 | Output 1.1.3 & 1.1.4 | |
| | 2003 \$'000 | 2003 \$'000 | 2003 \$'000 | 2002 \$'000 |
| Departmental expenses | | | | |
| Employees | 15,113 | 16,631 | 582 | 22,964 |
| Suppliers | 11,333 | 14,813 | 592 | 19,257 |
| Depreciation and amortisation | 1,988 | 2,188 | 70 | 3,813 |
| Other expenses | 202 | 548 | 31 | 112 |
| Total departmental expenses | 28,636 | 34,180 | 1,275 | 46,146 |
| Funded by: | | | | |
| Revenues from government | 23,604 | 20,104 | 1,093 | 38,128 |
| Sale of goods and services | 4,815 | - | - | 4,289 |
| Other non-taxation revenues | 1,098 | - | - | 430 |
| Total departmental revenues | 29,517 | 20,104 | 1,093 | 42,847 |

Other outputs have been aggregated on the basis of materiality.

Notes to and forming part of the financial statements

| Outcome 2 | Output Group 2 | | | | Outcome 2 Total | |
|------------------------------------|----------------|----------------|----------------|----------------|-----------------|----------------|
| | Output 2.1.1 | Output 2.1.5 | Output 2.1.6 | Other | | |
| | 2003 \$'000 | 2003 \$'000 | 2003 \$'000 | 2003 \$'000 | 2003 \$'000 | 2002 \$'000 |
| Departmental expenses | | | | | | |
| Employees | 5,027 | 874 | 2,852 | 5,440 | 14,193 | 60,228 |
| Suppliers | 3,953 | 753 | 3,204 | 7,175 | 15,085 | 47,571 |
| Depreciation and amortisation | 615 | 100 | 338 | 746 | 1,799 | 4,932 |
| Other expenses | 119 | 25 | 134 | 563 | 841 | 149 |
| Total departmental expenses | 9,714 | 1,752 | 6,528 | 13,924 | 31,918 | 112,880 |
| Funded by: | | | | | | |
| Revenues from government | 18,390 | 3,335 | 11,082 | 6,439 | 39,246 | 97,706 |
| Sale of goods and services | 29 | 1 | 680 | 9,964 | 10,674 | 5,360 |
| Other non-taxation revenues | 372 | 63 | 237 | 697 | 1,369 | 1,113 |
| Total departmental revenues | 18,791 | 3,399 | 11,999 | 17,100 | 51,289 | 104,179 |

Other outputs have been aggregated on the basis of materiality.

Notes to and forming part of the financial statements

| Outcome 3 | Output Group 3 | | Outcome 3 Total | |
|------------------------------------|----------------|----------------|-----------------|----------------|
| | Output 3.1.1 | Output 3.1.2 | | |
| | 2003 \$'000 | 2003 \$'000 | 2003 \$'000 | 2002 \$'000 |
| Departmental expenses | | | | |
| Employees | 873 | 2,623 | 3,496 | 3,074 |
| Suppliers | 520 | 1,273 | 1,793 | 2,154 |
| Depreciation and amortisation | 110 | 337 | 447 | 563 |
| Other expenses | 9 | 9 | 18 | 17 |
| Total departmental expenses | 1,512 | 4,242 | 5,754 | 5,808 |
| Funded by: | | | | |
| Revenues from government | 2,202 | 6,192 | 8,394 | 5,259 |
| Sale of goods and services | 3 | - | 3 | 5 |
| Other non-taxation revenues | - | - | - | 172 |
| Total departmental revenues | 2,205 | 6,192 | 8,397 | 5,436 |

Notes to and forming part of the financial statements

Note 20C Major Classes of Administered Revenues and Expenses by Outcomes

| | Outcome 1 | | Outcome 2 | | Outcome 3 | | Total | |
|------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 | 2003 \$'000 | 2002 \$'000 |
| Administered Revenues | | | | | | | | |
| Fees and fines | - | - | 93 | 970 | - | - | 93 | 970 |
| Other | 3,898 | 3,659 | 153 | 47 | - | - | 4,051 | 3,706 |
| Total Administered Revenues | 3,898 | 3,659 | 246 | 1,017 | - | - | 4,144 | 4,676 |
| Administered Expenses | | | | | | | | |
| Grants | - | - | 111 | 38,685 | - | - | 111 | 38,685 |
| Subsidies | - | - | - | - | - | - | - | - |
| Personal benefits | - | - | - | - | - | - | - | - |
| Suppliers | - | - | - | - | - | - | - | - |
| Other | - | - | 2 | 28 | - | - | 2 | 28 |
| Total Administered Expenses | - | - | 113 | 38,713 | - | - | 113 | 38,713 |

Appendices

| | | |
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Appendix A Staffing overview

This appendix provides information on the Australian Electoral Commission's staffing as at 30 June 2003.

Staff profile by classification and gender at 30 June 2003

| Classification | Total female | Total male | Total staff | Ongoing staff | | Non-ongoing staff | | Total staff |
|-------------------------------------|--------------|------------|-------------|---------------|-----------|-------------------|-----------|-------------|
| | | | | F/T | P/T | F/T | P/T | |
| Operative staff ¹ | | | | | | | | |
| Electoral Commissioner | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 |
| Deputy Electoral Commissioner | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 |
| Senior executive staff ² | 4 | 11 | 15 | 15 | 0 | 0 | 0 | 15 |
| Executive Level 2 | 9 | 15 | 24 | 22 | 1 | 1 | 0 | 24 |
| Executive Level 1 | 25 | 47 | 72 | 66 | 4 | 1 | 1 | 72 |
| Australian Public Service Level 6 | 71 | 147 | 218 | 206 | 7 | 4 | 1 | 218 |
| Australian Public Service Level 5 | 28 | 27 | 55 | 52 | 2 | 1 | 0 | 55 |
| Australian Public Service Level 4 | 36 | 11 | 47 | 27 | 17 | 3 | 0 | 47 |
| Australian Public Service Level 3 | 115 | 57 | 172 | 154 | 9 | 9 | 0 | 172 |
| Australian Public Service Level 2 | 170 | 18 | 188 | 98 | 49 | 30 | 11 | 188 |
| Australian Public Service Level 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| Operative staff total | 459 | 335 | 794 | 643 | 89 | 49 | 13 | 794 |
| Inoperative staff ³ | | | | | | | | |
| Executive Level 2 | 2 | 1 | 3 | 2 | 1 | 0 | 0 | 3 |
| Executive Level 1 | 1 | 1 | 2 | 2 | 0 | 0 | 0 | 2 |
| Australian Public Service Level 6 | 1 | 4 | 5 | 5 | 0 | 0 | 0 | 5 |
| Australian Public Service Level 5 | 2 | 0 | 2 | 2 | 0 | 0 | 0 | 2 |
| Australian Public Service Level 4 | 2 | 0 | 2 | 0 | 2 | 0 | 0 | 2 |
| Australian Public Service Level 3 | 1 | 1 | 2 | 2 | 0 | 0 | 0 | 2 |
| Australian Public Service Level 2 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| Inoperative staff total | 10 | 7 | 17 | 13 | 4 | 0 | 0 | 17 |
| Grand total | 469 | 342 | 811 | 656 | 93 | 49 | 13 | 811 |

1. 'Operative staff' are the staff who were actually at work on 30 June 2003.
2. This includes senior executive staff engaged under section 35(1)(b) of the *Commonwealth Electoral Act 1918* and Australian Electoral Officers.
3. 'Inoperative staff' include staff on long-term leave.

Source: *Perspect HR system*

Staff profile by classification and location at 30 June 2003

| Classification | Central office | | | Head offices | | | Divisional offices | | | Total staff |
|---|----------------|-----------|------------|--------------|-----------|------------|--------------------|------------|------------|---------------|
| | Female | Male | Total | Female | Male | Total | Female | Male | Total | |
| Operative staff ¹ | | | | | | | | | | |
| Electoral Commissioner | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Deputy Electoral Commissioner | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Senior Executive Staff ² | 2 | 5 | 7 | 2 | 6 | 8 | 0 | 0 | 0 | 15 |
| Executive Level 2 | 10 | 7 | 17 | 5 | 2 | 7 | 0 | 0 | 0 | 24 |
| Executive Level 1 | 22 | 20 | 42 | 25 | 5 | 30 | 0 | 0 | 0 | 72 |
| Australian Public Service Level 6 | 26 | 17 | 43 | 14 | 7 | 21 | 47 | 107 | 154 | 218 |
| Australian Public Service Level 5 | 11 | 14 | 25 | 16 | 14 | 30 | 0 | 0 | 0 | 55 |
| Australian Public Service Level 4 | 3 | 16 | 19 | 8 | 20 | 28 | 0 | 0 | 0 | 47 |
| Australian Public Service Level 3 | 7 | 5 | 12 | 12 | 6 | 18 | 96 | 46 | 142 | 172 |
| Australian Public Service Level 2 | 0 | 1 | 1 | 16 | 3 | 19 | 154 | 14 | 168 | 188 |
| Australian Public Service Level 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| Operative staff total | 81 | 87 | 168 | 99 | 63 | 162 | 297 | 167 | 464 | 794 |
| Inoperative staff ³ | | | | | | | | | | |
| Executive Level 2 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Executive Level 1 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Australian Public Service Level 6 | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 2 | 2 | 5 |
| Australian Public Service Level 5 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Australian Public Service Level 4 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 2 |
| Australian Public Service Level 3 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 2 |
| Australian Public Service Level 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 |
| Inoperative staff total | 4 | 5 | 9 | 4 | 0 | 4 | 2 | 2 | 4 | 17 |
| Grand total | 85 | 92 | 177 | 103 | 63 | 166 | 299 | 169 | 468 | 811 |
| Equivalent full-time staff⁴ | | | | | | | | | | 771.26 |

1. 'Operative staff' are the staff who were actually at work on 30 June 2003.

2. This includes senior executive staff engaged under section 35(1)(b) of the *Commonwealth Electoral Act 1918* and Australian Electoral Officers.

3. 'Inoperative staff' include staff on long-term leave.

4. The difference between 'equivalent full-time staff' (771.26) and 'total staff' (811) is due to job sharing and part-time employment.

Source: *Perspect HR system*

Appendix B Occupational health and safety

This report relates to section 74 of the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (OH&S Act).

Plan and agreement

The AEC's occupational health and safety (OH&S) organisation plan allows the AEC to track its performance in relation to OH&S issues across the agency. The AEC also has an OH&S policy and agreement that recognise its duty of care as outlined under the OH&S Act.

Activities

During the year, the following activities were undertaken to ensure the health, safety and welfare of employees.

- The AEC National OH&S Committee continued to meet every three months.
- The AEC State OH&S committees continued to meet on a regular basis.
- Minutes of the National and State OH&S committee meetings were placed on the AEC's intranet site.
- AEC employees attended Comcare client network meetings to maintain contacts with other OH&S professionals and to keep up to date with the latest developments in the field.
- Information on OH&S was placed on the AEC's intranet site with links to other relevant information.

Comcare premium

The AEC's Comcare premiums for the past three reporting periods are shown in the table below.

AEC Comcare premiums, 2001–02 to 2003–04

| | 2001–02 | 2002–03 | 2003–04 |
|-----------------------------|---------|---------|---------|
| Annual premium in \$ | 550,970 | 317,797 | 393,955 |

The AEC's premium increased this year, mainly due to increases in the frequency of claims and numbers of days off work.

At the end of 2002–03, the AEC was managing a total of 45 compensation claims, 18 of which arose after 28 February 2000. In 2002–03 there were 10 new claims.

Accident and incident reports

| | 2000–01 | 2001–02 | 2002–03 |
|------------------------------|---------|---------|---------|
| Accidents/incidents reported | 34 | 34 | 54 |
| Dangerous occurrences | 26 | 26 | 48 |

As indicated by our statistics, over the past 12 months there has been an increase in the number of accidents and incidents reported. Previously there was considerable confusion about what should or should not be reported as an accident or incident, especially when the accidents or incidents did not result in an injury. Accidents and incidents reported in the past almost always involved an injury. With the consolidation of corporate services, there has been a concentrated effort by Human Resources Management and the OH&S committees to heighten the awareness of Comcare's accident and incident reporting requirements and what constitutes a reportable accident or incident.

With regard to the accidents and incidents reported in 2002–03, the majority involved slips, trips and falls that occurred off-site; in other words, tripping on uneven footpaths while walking to or from work or slipping on wet tiles while shopping at lunchtime. Those incidents that occurred on AEC premises involved employees using stairs.

Investigations

There were no investigations conducted by Comcare under section 41 of the OH&S Act.

Directions and notices

No directions concerning an immediate threat to the health and safety of any person were given to the AEC under section 45 of the OH&S Act during the year. Nor were any notices issued concerning the duties of the employer in relation to health and safety representatives, prohibition notices or improvement notices under sections 30, 46 or 47 of the OH&S Act.

Appendix C Freedom of information

The *Freedom of Information Act 1982* (FOI Act) requires Australian Government agencies to publish a statement setting out their roles, structure and functions, the documents they have available for public inspection and the procedures for access to the documents. Section 8 of the FOI Act requires each agency to publish information on the way it is organised, and its powers, decisions made and arrangements for public involvement in its work.

This statement, in conjunction with information contained in this annual report, meets the requirements of section 8 of the FOI Act.

Availability of access

The AEC makes information about its functions and responsibilities freely available to the public. People seeking information should, in the first instance, contact either the AEC's information section in Canberra or the head office in their State or Territory. Addresses and telephone numbers are shown in the Overview section of this report and on the AEC's website <www.aec.gov.au>.

Making a request

Inquiries on FOI matters, and any formal requests under the FOI Act, should be lodged with:

The Freedom of Information Officer
 Australian Electoral Commission
 PO Box 6172
 Kingston ACT 2604
 Phone: (02) 6271 4687
 Fax: (02) 6271 4457

FOI requests can be lodged at any office of the AEC, where they will be sent promptly to the FOI officer in Canberra.

Unless seeking access to information about themselves, applicants must pay the standard FOI application fee of \$30 when applying. The applicant may also have to pay additional processing charges to resolve a matter.

Major documents

The legislation from which the AEC's activities are derived is shown in the Overview section of this report. The organisation's other key document is the Strategic Plan 2001–04.

Files and information

The AEC produces printed and microfiche versions of the electoral roll, maps of electoral divisions and other electoral publications. These may be inspected at the AEC's central and head offices and at divisional offices. Copies of the printed roll are available for sale at divisional offices only.

Files on topics relating to management functions are also maintained. State and Territory head offices are responsible for the files they hold. General information is available through the AEC's internet home page <www.aec.gov.au>, which has links to other Australian and overseas sites offering electoral information.

For more information, contact an AEC office.

Arrangements

Australians are invited to make their views on AEC policies and procedures known to the AEC by writing to:

Australian Electoral Commission
PO Box 6172
Kingston ACT 2604

Appendix D Advertising and market research

Section 311A of the *Commonwealth Electoral Act 1918* requires certain annual reporting by each Australian Government department. This reporting includes the use of advertising, market research and media placement services.

Details of commissions paid to advertising and market research agencies in 2002–03

| Name of agency | Details | Amount |
|--|---|-----------|
| Advertising agencies | | |
| WhybinTBWA | To undertake activities in relation to the 2002 Cunningham by-election and ongoing public awareness activities including advertising targeting young people | \$124,598 |
| Market research organisations and polling organisations | | |
| The Research Forum | To measure views about electronic voting and selected aspects of AEC service delivery associated with the 2002 Cunningham by-election | \$38,720 |
| | To conduct a survey to ascertain community knowledge of electoral enrolment and participation and voting rights, responsibilities and procedures | \$61,304 |
| Media placement agencies | | |
| Mitchell and Partners | To place campaign advertising | \$15,547 |
| Universal McCann | To place campaign advertising | \$67,965 |
| Starcom | To place non-campaign advertising | \$184,185 |
| hmaBlaze | To place non-campaign advertising | \$89,526 |

Appendix E Provision of electoral roll information

In accordance with section 17(1A) of the *Commonwealth Electoral Act 1918* the AEC is required to report on the particulars of people and/or organisations who receive electoral roll information under subsection 91(4A) of the legislation.

Provision of electoral roll information to medical and social researchers

In accordance with paragraphs 91(4A)(e) and 91A(2A)(c) of the *Commonwealth Electoral Act 1918* and Regulation 10 of the Electoral and Referendum Regulations 1940, the AEC provided elector information in electronic format to a number of organisations for use in medical research. Details are provided in the table below.

Such use is defined in the *Guidelines for the Protection of Privacy in the Conduct of Medical Research* issued by the National Health and Medical Research Council under section 95(1) of the *Privacy Act 1988* (Privacy Act). Medical research is defined as:

systematic investigations for the purpose of adding to the generalised medical knowledge pertaining to human health and includes epidemiological research.

Before providing the elector information, the AEC must be provided with evidence of ethical approval for the studies.

Provision of information to medical and social researchers

| Institution/contact | Data provided |
|--|--|
| The University of Newcastle, Discipline of Clinical Pharmacology | Random sample of 4,500 electors from the Federal Divisions of Charlton, Hunter, Paterson and Newcastle (1,125 from each division) |
| Queensland University of Technology, School of Human Movement Studies | All electors 65–99 years in five-year age ranges for the federal divisions of Bowman, Brisbane, Dickson, Griffith, Lilley, Moreton, Petrie and Ryan |
| University of Tasmania, Menzies Centre for Population Health Research | Australia-wide data for the age ranges 18–22, 23–27, 28–32, 33–37, 38–42, 43–47, 48–52, 53–57, 58–62, 63–67, 68–72, 73–77, 78–82, 83–87, 88–92 and 93–99 |
| Clinical, Medical and Analytical Excellence (CMAX), Institute of Drug Technology Australia Limited | All South Australia electors for the age range 18–45 |
| Department of Veterans' Affairs, Defence Links Branch | Australia-wide data for all male electors in the age range 65–95 |

| Institution/contact | Data provided |
|--|---|
| Queensland University of Technology, Centre for Public Health Research | Federal divisions of Dawson, Herbert and Kennedy for the age ranges 50–51, 52–53, 54–55, 56–57, 58–59, 60–61, 62–63, 64–65, 66–67, 68–69, 70–71, 72–73 and 74–76 |
| The University of Sydney, Department of Medicine, Nepean Hospital | Random sample of 75 male and 75 female electors from the federal divisions of Banks, Barton, Bennelong, Berowra, Blaxland, Bradfield, Chifley, Cook, Fowler, Grayndler, Greenway, Hughes, Kingsford Smith, Lindsay, Lowe, Macarthur, Mackellar, Macquarie, Mitchell, North Sydney, Parramatta, Prospect, Reid, Sydney, Warringah, Watson, Wentworth and Werriwa |
| Curtin University of Technology, Freemasons Centre for Research into Aged Care Services | Federal divisions of Swan, Tangney and Fremantle in age ranges of 65–69, 70–74, 75–79, 80–84 and 85–90 |
| University of Melbourne, Centre for Genetic Epidemiology | Federal divisions of Aston, Batman, Bruce, Burke, Calwell, Casey, Chisholm, Deakin, Dunkley, Flinders, Gellibrand, Goldstein, Higgins, Hoit, Hotham, Isaacs, Jagajaga, Kooyong, La Trobe, Lalor, Maribyrnong, McEwen, McMillan, Melbourne, Melbourne Ports, Menzies, Scullin and Wills in age ranges of 20–24, 25–29, 30–34, 35–39, 40–44, 45–49, 50–54 and 55–59 |
| The University of Newcastle, Women's Health Australia | Australia-wide data for all females in the age ranges of 20–29, 50–59 and 70–79 |
| Cancer Council of Victoria, Cancer Epidemiology Centre | Victorian data for the age ranges 30–34, 35–39, 40–44, 45–49, 50–54 and 55–59 |
| University of Tasmania, Menzies Centre for Population Health Research | Australia-wide data for the age ranges 18–22, 23–27, 28–32, 33–37, 38–42, 43–47, 48–52, 53–57, 58–62, 63–67, 68–72, 73–77, 78–82, 83–87, 88–92 and 93–99 |
| Deakin University, School of Health Sciences | Victorian females for the age ranges 18–27, 28–37, 38–47, 48–57 and 58–65 |
| University of New South Wales, Academic Department for Old Age Psychiatry | Random sample of 600 electors from the federal divisions of Cook and Hughes in the age range of 70–79 |
| Queensland University of Technology, School of Human Movement Studies | All electors 65–99 years in five-year age ranges for the federal divisions of Bowman, Brisbane, Dickson, Griffith, Lilley, Moreton, Petrie and Ryan |
| Queensland Institute of Medical Research | Australia-wide data in five-year age ranges for the age cohort 20–79 |
| Adelaide University, Adelaide Dental School | Federal divisions of Adelaide, Bonython, Boothby, Hindmarsh, Kingston, Makin, Mayo, Port Adelaide and Sturt for the age ranges of 18–22, 23–27, 28–32, 33–37, 38–42, 43–47, 48–52, 53–57, 58–62, 63–67, 68–72, 73–77, 78–82, 83–87, 88–93 and 94–99 |
| University of Newcastle Centre for Mental Health Studies | Federal divisions of Charlton, Hunter, Newcastle, Paterson and Shortland for the age ranges of 33–34 and 35–36 |
| Australian Capital Territory Health, Academic Unity of General Practice and Community Care | Random sample of 800 electors from Australian Capital Territory |

| Institution/contact | Data provided |
|---|--|
| Deakin University, School of Health Sciences | Random sample of 5,000 electors from Victoria |
| Commonwealth Scientific and Industrial Research Organisation, Health Sciences and Nutrition | South Australian data for the age ranges of 50–59, 60–69, 70–79, 80–89 and 90–99 |
| University of Queensland School of Population Health Medical School | All electors 65–99 years in five-year age ranges for the federal divisions of Bowman, Brisbane, Dickson, Fadden, Griffith, Lilley, Moreton, Oxley, Petrie, Rankin and Ryan |
| Monash University Dept of Epidemiology and Preventative Medicine Central and Eastern Clinical School | Australia-wide data in age cohorts 65–66, 67–68, 69–70, 71–72, 73–74, 75–76, 77–78, 79–80, 81–82, 83–84, 85–86, 87–88, 89–90, 91–92, 93–94, 95–96, 97–99 |
| La Trobe University Australian Research Centre in Sex, Health and Society, Faculty of Health Sciences | All electors 18–99 years in two-year age ranges for the federal divisions of Aston, Batman, Bruce, Casey, Chisholm, Deakin, Gellibrand, Goldstein, Gorton, Higgins, Holt, Hotham, Isaacs, Jagajaga, Kooyong, Lalor, Maribyrnong, Melbourne, Melbourne Ports, Menzies and Wills |

Provision of electoral roll information to Schedule 2 agencies and authorities

Schedule 2 of the Electoral and Referendum Regulations 1940, relating to the *Commonwealth Electoral Act 1918*, sets out the Commonwealth agencies and authorities that are entitled to receive elector information from the AEC. 'Elector information' is the full name, residential address, gender and date of birth of each elector.

Schedule 2 agencies and authorities are granted access to confidential elector information after providing the AEC justification for access in terms of Information Privacy Principle 11 (IPP11) of the Privacy Act. IPP11 includes the disclosure of personal information for enforcement of the criminal law or of a law imposing a pecuniary penalty or for the protection of the public revenue.

In accordance with paragraphs 91(4A)(e) and 91A(2A)(c) of the *Commonwealth Electoral Act 1918* and Regulations 7, 8, 9 and 10 and Schedules 2 and 3 of the Electoral and Referendum Regulations 1940, the AEC provided elector information in electronic format to the Commonwealth agencies and authorities set out in Schedule 2 of the regulations for the purposes set out in Schedule 3 of the regulations.

Provision of electoral roll information to Schedule 2 agencies and authorities

| Institution | Electoral roll information provided | Date provided |
|--|-------------------------------------|---------------|
| Australian Customs Service | National | 21 Aug 02 |
| | | 20 Nov 02 |
| | | 5 Dec 02 * |
| | | 20 Feb 03 |
| | | 20 May 03 |
| Australian Federal Police | National | 21 Aug 02 |
| | | 20 Nov 02 |
| | | 5 Dec 02 * |
| | | 20 Feb 03 |
| | | 20 May 03 |
| Australian Securities and Investments Commission | National | 21 Aug 02 |
| | | 20 Nov 02 |
| | | 5 Dec 02 * |
| | | 20 Feb 03 |
| | | 20 May 03 |
| Australian Taxation Office | National | 21 Aug 02 |
| | | 20 Nov 02 |
| | | 21 Feb 03 |
| | | 20 May 03 |
| Centrelink | National | 20 Aug 02 |
| | | 20 Nov 02 |
| | | 19 Feb 03 |
| | | 20 May 03 |

| Institution | Electoral roll information provided | Date provided |
|--|-------------------------------------|--|
| ComSuper | National | 21 Aug 02 20 Nov 02 5 Dec 02 * 20 Feb 03 20 May 03 |
| Department of Education, Science and Training | National | 21 Aug 02 20 Nov 02 5 Dec 02 * 20 Feb 03 20 May 03 |
| Department of Employment and Workplace Relations | National | 21 Aug 02 20 Nov 02 5 Dec 02 * 20 Feb 03 20 May 03 |
| Department of Foreign Affairs and Trade | National | 21 Aug 02 20 Nov 02 19 Feb 03 20 May 03 |
| Department of Immigration and Multicultural and Indigenous Affairs | National | 21 Aug 02 20 Nov 02 5 Dec 02 * 20 May 03 |
| Department of Veterans' Affairs | National | 21 Aug 02 20 Nov 02 5 Dec 02 * 20 Feb 03 20 May 03 |

* Replacement microfiche was supplied to some clients on 5 December 2002, due to an error with the data supplied on 20 November 2002.

Provision of electoral roll information to members of the House of Representatives, senators and federally registered political parties

In accordance with Section 91(4A) of the *Commonwealth Electoral Act 1918* the AEC supplied electronic electoral roll information to members of the House of Representatives, senators and federally registered political parties as shown in the tables below.

Provision of electoral roll information to members of the House of Representatives and senators

| Recipient | Constituency | Political party | Data provided | Period provided |
|---------------------------|----------------------|----------------------------|-------------------------------|--|
| Mr Chris Pearce MP | Member for Aston | Liberal Party of Australia | Aston Aston, Deakin, Holt | July 2002–January 2003 February 2003–March 2003 |
| Ms Catherine King MP | Member for Ballarat | Australian Labor Party | Ballarat | July 2002–January 2003 |
| Mr Daryl Melham MP | Member for Banks | Australian Labor Party | Ballarat, Bendigo, Wannon | February 2003–June 2003 |
| Mr Robert McClelland MP | Member for Barton | Australian Labor Party | Banks | July 2002–June 2003 |
| Ms Michelle O'Byrne MP | Member for Bass | Australian Labor Party | Barton | July 2002–June 2003 |
| Mr Martin Ferguson MP | Member for Batman | Australian Labor Party | Bass | July 2002–June 2003 |
| Mr Steve Gibbons MP | Member for Bendigo | Australian Labor Party | Batman | July 2002–January 2003 |
| The Hon John Howard MP | Member for Bennelong | Liberal Party of Australia | Batman, Melbourne, Wills | February 2003–June 2003 |
| The Hon Philip Ruddock MP | Member for Berowra | Liberal Party of Australia | Bendigo | July 2002–January 2003 |
| Mr Michael Hutton MP | Member for Blaxland | Australian Labor Party | Bendigo, Indi, McEwen, Murray | February 2003–June 2003 |
| Mr Martyn Evans MP | Member for Bonython | Australian Labor Party | Bennelong | July 2002–June 2003 |
| The Hon Con Sciacca MP | Member for Bowman | Australian Labor Party | Berowra | July 2002–June 2003 |
| Mr Sid Sidebottom MP | Member for Braddon | Australian Labor Party | Blaxland | July 2002–June 2003 |
| The Hon Kim Beazley MP | Member for Brand | Australian Labor Party | Bonython | July 2002–June 2003 |
| | | | Bowman | July 2002–June 2003 |
| | | | Braddon | July 2002–June 2003 |
| | | | Brand | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|------------------------------|------------------------|----------------------------|---|--------------------------|
| The Hon Arch Bevis MP | Member for Brisbane | Australian Labor Party | Brisbane | July 2002–June 2003 |
| Mr Alan Griffin MP | Member for Bruce | Australian Labor Party | Bruce | July 2002–January 2003 |
| | | | Bruce, Chisholm, Holt | February 2003–June 2003 |
| Mr Brendan O'Connor MP | Member for Burke | Australian Labor Party | Burke | July 2002–January 2003 |
| | | | Ballarat, Bendigo, Calwell, Gorton, Labor, McEwen | February 2003–June 2003 |
| Mr Peter Andren MP | Member for Calare | Independent | Calare | July 2002–June 2003 |
| Ms Maria Vamvakinou MP | Member for Calwell | Australian Labor Party | Calwell | July 2002–January 2003 |
| | | | Calwell, Gorton, Labor, Wills | February 2003–June 2003 |
| Ms Annette Ellis MP | Member for Canberra | Australian Labor Party | Canberra | July 2002–June 2003 |
| Mr Don Randall MP | Member for Canning | Liberal Party of Australia | Canning | July 2002–June 2003 |
| Ms Kirsten Livermore MP | Member for Capricornia | Australian Labor Party | Capricornia | July 2002–June 2003 |
| Mr Tony Smith MP | Member for Casey | Liberal Party of Australia | Casey | July 2002–January 2003 |
| | | | Casey, La Trobe, Menzies | February 2003–June 2003 |
| Ms Kelly Hoare MP | Member for Charlton | Australian Labor Party | Charlton | July 2002–June 2003 |
| The Hon Roger Price MP | Member for Chifley | Australian Labor Party | Chifley | July 2002–June 2003 |
| Ms Anna Burke MP | Member for Chisholm | Australian Labor Party | Chisholm | July 2002–January 2003 |
| | | | Chisholm, Bruce, Deakin | February 2003–June 2003 |
| Mr Gavan O'Connor MP | Member for Corio | Australian Labor Party | Corio | July 2002–June 2003 |
| The Hon Graham Edwards MP | Member for Cowan | Australian Labor Party | Cowan | July 2002–June 2003 |
| The Hon Dr Stephen Martin MP | Member for Cunningham | Australian Labor Party | Cunningham | July 2002–September 2002 |
| Mr Michael Organ MP | Member for Cunningham | Australian Greens | Cunningham | November 2002–June 2003 |
| The Hon Duncan Kerr MP | Member for Denison | Australian Labor Party | Denison | July 2002–June 2003 |
| Ms Sussan Ley MP | Member for Farrer | Liberal Party of Australia | Farrer | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|-------------------------------|-----------------------|-----------------------------|---------------------------------------|-------------------------|
| Mr Greg Hunt MP | Member for Flinders | Liberal Party of Australia | Flinders | July 2002–January 2003 |
| | | | Flinders, Dunkley, La Trobe, McMillan | February 2003–June 2003 |
| Mrs Kay Elson MP | Member for Forde | Liberal Party of Australia | Forde | November 2002–June 2003 |
| Mrs Julia Irwin MP | Member for Fowler | Australian Labor Party | Fowler | July 2002–June 2003 |
| Mr Harry Quick MP | Member for Franklin | Australian Labor Party | Franklin | July 2002–June 2003 |
| The Hon Bob McMullan MP | Member for Fraser | Australian Labor Party | Fraser | July 2002–June 2003 |
| The Hon Dr Carmen Lawrence MP | Member for Fremantle | Australian Labor Party | Fremantle | July 2002–June 2003 |
| Ms Nicola Roxon MP | Member for Gellibrand | Australian Labor Party | Gellibrand | July 2002–January 2003 |
| | | | Gellibrand, Gorton, Maribyrnong | February 2003–June 2003 |
| Mr Anthony Albanese MP | Member for Grayndler | Australian Labor Party | Grayndler | July 2002–June 2003 |
| Mr Frank Mossfield MP | Member for Greenway | Australian Labor Party | Greenway | July 2002–June 2003 |
| Mr Kevin Rudd MP | Member for Griffith | Australian Labor Party | Griffith | July 2002–June 2003 |
| Ms Sharryn Jackson MP | Member for Hasluck | Australian Labor Party | Hasluck | July 2002–June 2003 |
| The Hon Peter Costello MP | Member for Higgins | Liberal Party of Australia | Higgins | July 2002–June 2003 |
| The Hon Christine Gallus MP | Member for Hindmarsh | Liberal Party of Australia | Hindmarsh | July 2002–June 2003 |
| Mr Paul Neville MP | Member for Hinkler | National Party of Australia | Hinkler | July 2002–June 2003 |
| Mr Anthony Byrne MP | Member for Holt | Australian Labor Party | Holt | July 2002–January 2003 |
| | | | Holt, Bruce, Isaacs | February 2003–June 2003 |
| The Hon Simon Crean MP | Member for Hotham | Australian Labor Party | Hotham | July 2002–June 2003 |
| The Hon Danna Vale MP | Member for Hughes | Liberal Party of Australia | Hughes | July 2002–June 2003 |
| Mr Alby Schultz MP | Member for Hume | Liberal Party of Australia | Hume | July 2002–June 2003 |
| Mr Joel Fitzgibbon MP | Member for Hunter | Australian Labor Party | Hunter | July 2002–June 2003 |
| Ms Ann Corcoran MP | Member for Isaacs | Australian Labor Party | Isaacs | July 2002–January 2003 |
| | | | Isaacs, Dunkley, Holt | February 2003–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|-----------------------------|----------------------------|-----------------------------|-------------------------------------|-------------------------|
| Ms Jenny Macklin MP | Member for Jagajaga | Australian Labor Party | Jagajaga | July 2002–January 2003 |
| The Hon Robert Katter MP | Member for Kennedy | Independent | Jagajaga, Batman, McEwen | February 2003–June 2003 |
| The Hon Laurie Brereton MP | Member for Kingsford Smith | Australian Labor Party | Kennedy | July 2002–June 2003 |
| Mr David Cox MP | Member for Kingston | Australian Labor Party | Kingsford Smith | July 2002–June 2003 |
| Mr Petro Georgiou MP | Member for Kooyong | Australian Labor Party | Kingston | July 2002–June 2003 |
| Mr Bob Charles MP | Member for La Trobe | Liberal Party of Australia | Kooyong | July 2002–June 2003 |
| Ms Julia Gillard MP | Member for Labor | Australian Labor Party | La Trobe | July 2002–January 2003 |
| Mr Wayne Swan MP | Member for Lilley | Australian Labor Party | La Trobe, Aston, Holt | February 2003–June 2003 |
| The Hon Warren Snowdon MP | Member for Lingiari | Australian Labor Party | Labor | July 2002–January 2003 |
| Mr John Murphy MP | Member for Lowe | Australian Labor Party | Labor, Ballarat, Gorton, Gellibrand | February 2003–June 2003 |
| The Hon Dick Adams MP | Member for Lyons | Australian Labor Party | Lilley | July 2002–June 2003 |
| Mr Pat Farmer MP | Member for Macarthur | Liberal Party of Australia | Lingiari | July 2002–February 2003 |
| Mr Kerry Bartlett MP | Member for Macquarie | Liberal Party of Australia | Northern Territory | March 2003–June 2003 |
| Mr John Forrest MP | Member for Mallee | National Party of Australia | Lowe | July 2002–June 2003 |
| The Hon Bruce Scott MP | Member for Maranoa | National Party of Australia | Lyons | July 2002–June 2003 |
| Mr Bob Sercombe MP | Member for Maribyrnong | Australian Labor Party | Macarthur | July 2002–June 2003 |
| The Hon Alexander Downer MP | Member for Mayo | Liberal Party of Australia | Macquarie | July 2002–June 2003 |
| | | | Mallee | July 2002–January 2003 |
| | | | Mallee, Wannon | February 2003–June 2003 |
| | | | Maranoa | July 2002–June 2003 |
| | | | Maribyrnong | July 2002–January 2003 |
| | | | Maribyrnong, Calwell, Gorton | February 2003–June 2003 |
| | | | Mayo | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|-----------------------------|----------------------------|-----------------------------|---------------------|-------------------------|
| Mr Christian Zahra MP | Member for McMillan | Australian Labor Party | McMillan | July 2002–January 2003 |
| Mr Lindsay Tanner MP | Member for Melbourne | Australian Labor Party | McMillan, Gippsland | February 2003–June 2003 |
| Mr Michael Danby MP | Member for Melbourne Ports | Australian Labor Party | Melbourne | July 2002–January 2003 |
| The Hon Alan Cadman MP | Member for Mitchell | Liberal Party of Australia | Melbourne, Wills | February 2003–June 2003 |
| The Hon Gary Hardgrave MP | Member for Moreton | Liberal Party of Australia | Melbourne Ports | July 2002–June 2003 |
| The Hon Dr Sharman Stone MP | Member for Murray | Liberal Party of Australia | | |
| Mr Tony Windsor MP | Member for New England | Independent | Murray | July 2002–January 2003 |
| Ms Sharon Grierson MP | Member for Newcastle | Australian Labor Party | Murray, Mallee | February 2003–June 2003 |
| Mr Bernie Ripoll MP | Member for Oxley | Australian Labor Party | New England | July 2002–June 2003 |
| The Hon Ian Causley MP | Member for Page | National Party of Australia | Newcastle | July 2002–June 2003 |
| Mr Stephen Smith MP | Member for Perth | Australian Labor Party | Oxley | July 2002–April 2003 |
| Mr Rodney Sawford MP | Member for Port Adelaide | Australian Labor Party | Page | July 2002–June 2003 |
| The Hon Janice Crosio MP | Member for Prospect | Australian Labor Party | Perth | July 2002–June 2003 |
| Dr Craig Emerson MP | Member for Rankin | Australian Labor Party | Port Adelaide | July 2002–June 2003 |
| Mr Laurie Ferguson MP | Member for Reid | Australian Labor Party | Prospect | July 2002–June 2003 |
| Mr Harry Jenkins MP | Member for Scullin | Australian Labor Party | Rankin | July 2002–June 2003 |
| Ms Jill Hall MP | Member for Shortland | Australian Labor Party | Reid | July 2002–June 2003 |
| Mr David Tollner MP | Member for Solomon | Country Liberal Party | Scullin | July 2002–January 2003 |
| | | | Scullin, Jagajaga | February 2003–June 2003 |
| | | | Shortland | July 2002–June 2003 |
| | | | Solomon | July 2002–February 2003 |
| | | | Northern Territory | March 2003–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|--------------------------------|-----------------------------|-----------------------------|--------------------|-------------------------|
| Ms Jann McFarlane MP | Member for Stirling | Australian Labor Party | Stirling | July 2002–June 2003 |
| Mr Kim Wilkie MP | Member for Swan | Australian Labor Party | Swan | July 2002–June 2003 |
| Ms Tanya Plibersek MP | Member for Sydney | Australian Labor Party | Sydney | July 2002–June 2003 |
| Ms Jennie George MP | Member for Throsby | Australian Labor Party | Throsby | July 2002–June 2003 |
| The Hon Neil Andrew MP | Member for Wakefield | Liberal Party of Australia | Wakefield | July 2002–March 2003 |
| The Hon Tony Abbott MP | Member for Warringah | Liberal Party of Australia | Warringah | July 2002–June 2003 |
| The Hon Leo McLeay MP | Member for Watson | Australian Labor Party | Watson | July 2002–June 2003 |
| Mr Peter King MP | Member for Wentworth | Liberal Party of Australia | Wentworth | July 2002–June 2003 |
| Mr Mark Latham MP | Member for Werriwa | Australian Labor Party | Werriwa | July 2002–June 2003 |
| The Hon Warren Truss MP | Member for Wide Bay | National Party of Australia | Wide Bay | July 2002–June 2003 |
| Mr Kelvin Thomson MP | Member for Wills | Australian Labor Party | Wills | July 2002–January 2003 |
| | | | Wills, Maribyrnong | February 2003–June 2003 |
| Senator Aden Ridgeway | Senator for New South Wales | Australian Democrats | New South Wales | July 2002–June 2003 |
| Senator George Campbell | Senator for New South Wales | Australian Labor Party | New South Wales | July 2002–June 2003 |
| Senator John Tierney | Senator for New South Wales | Liberal Party of Australia | New South Wales | July 2002–June 2003 |
| Senator Kerry Nettle | Senator for New South Wales | Australian Greens | New South Wales | July 2002–June 2003 |
| Senator Marise Payne | Senator for New South Wales | Liberal Party of Australia | New South Wales | July 2002–June 2003 |
| Senator Michael Forshaw | Senator for New South Wales | Australian Labor Party | New South Wales | July 2002–June 2003 |
| Senator Sandy Macdonald | Senator for New South Wales | National Party of Australia | New South Wales | July 2002–June 2003 |
| Senator Steve Hutchings | Senator for New South Wales | Australian Labor Party | New South Wales | July 2002–June 2003 |
| Senator the Hon Bill Heffernan | Senator for New South Wales | Liberal Party of Australia | New South Wales | July 2002–June 2003 |
| Senator the Hon Helen Coonan | Senator for New South Wales | Liberal Party of Australia | New South Wales | July 2002–June 2003 |
| Senator the Hon John Faulkner | Senator for New South Wales | Australian Labor Party | New South Wales | July 2002–June 2003 |
| Senator Ursula Stephens | Senator for New South Wales | Country Labor Party | New South Wales | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|----------------------------------|-----------------------------|---------------------------------|-----------------|-------------------------|
| Senator Andrew Bartlett | Senator for Queensland | Australian Democrats | Queensland | July 2002–June 2003 |
| Senator Brett Mason | Senator for Queensland | Liberal Party | Queensland | July 2002–June 2003 |
| Senator Claire Moore | Senator for Queensland | Australian Labor Party | Queensland | July 2002–June 2003 |
| Senator George Brandis | Senator for Queensland | Liberal Party of Australia | Queensland | July 2002–June 2003 |
| Senator Jan McLucas | Senator for Queensland | Australian Labor Party | Queensland | July 2002–June 2003 |
| Senator Joe Ludwig | Senator for Queensland | Australian Labor Party | Queensland | July 2002–June 2003 |
| Senator John Cherry | Senator for Queensland | Australian Democrats | Queensland | July 2002–June 2003 |
| Senator John Hogg | Senator for Queensland | Australian Labor Party | Queensland | July 2002–June 2003 |
| Senator Len Harris | Senator for Queensland | One Nation Party | Queensland | July 2002–June 2003 |
| Senator Santo Santoro | Senator for Queensland | Liberal Party of Australia | Queensland | February 2003–June 2003 |
| Senator the Hon Ian Macdonald | Senator for Queensland | Liberal Party of Australia | Queensland | July 2002–June 2003 |
| Senator the Hon John Herron | Senator for Queensland | Liberal Party of Australia | Queensland | July 2002–January 2003 |
| Senator the Hon Ronald Boswell | Senator for Queensland | National Party of Australia | Queensland | July 2002–June 2003 |
| Senator Geoff Buckland | Senator for South Australia | Australian Labor Party | South Australia | July 2002–June 2003 |
| Senator Grant Chapman | Senator for South Australia | Liberal Party of Australia | South Australia | July 2002–June 2003 |
| Senator Jeannie Ferris | Senator for South Australia | Liberal Party of Australia | South Australia | July 2002–June 2003 |
| Senator Linda Kirk | Senator for South Australia | Australian Labor Party | South Australia | July 2002–June 2003 |
| Senator Meg Lees | Senator for South Australia | Australian Progressive Alliance | South Australia | July 2002–June 2003 |
| Senator Natasha Stott Despoja | Senator for South Australia | Australian Democrats | South Australia | July 2002–June 2003 |
| Senator Penny Wong | Senator for South Australia | Australian Labor Party | South Australia | July 2002–June 2003 |
| Senator the Hon Amanda Vanstone | Senator for South Australia | Liberal Party of Australia | South Australia | July 2002–June 2003 |
| Senator the Hon Nicholas Minchin | Senator for South Australia | Liberal Party of Australia | South Australia | July 2002–June 2003 |
| Senator the Hon Nick Bolkus | Senator for South Australia | Australian Labor Party | South Australia | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|-------------------------------|--|-----------------------------|------------------------------|----------------------|
| Senator Bob Brown | Senator for Tasmania | Australian Greens | Tasmania | July 2002–June 2003 |
| Senator Brian Harradine | Senator for Tasmania | Independent | Tasmania | July 2002–June 2003 |
| Senator Guy Barnett | Senator for Tasmania | Liberal Party of Australia | Tasmania | July 2002–June 2003 |
| Senator John Watson | Senator for Tasmania | Liberal Party of Australia | Tasmania | July 2002–June 2003 |
| Senator Kay Denman | Senator for Tasmania | Australian Labor Party | Tasmania | July 2002–June 2003 |
| Senator Kerry O'Brien | Senator for Tasmania | Australian Labor Party | Tasmania | July 2002–June 2003 |
| Senator Richard Colbeck | Senator for Tasmania | Liberal Party of Australia | Tasmania | July 2002–June 2003 |
| Senator Shayne Murphy | Senator for Tasmania | Independent | Tasmania | July 2002–June 2003 |
| Senator Sue Mackay | Senator for Tasmania | Australian Labor Party | Tasmania | July 2002–June 2003 |
| Senator the Hon Eric Abetz | Senator for Tasmania | Liberal Party of Australia | Tasmania | July 2002–June 2003 |
| Senator the Hon Nick Sherry | Senator for Tasmania | Australian Labor Party | Tasmania | July 2002–June 2003 |
| Senator Kate Lundy | Senator for the Australian Capital Territory | Australian Labor Party | Australian Capital Territory | July 2002–June 2003 |
| Senator the Hon Margaret Reid | Senator for the Australian Capital Territory | Liberal Party of Australia | Australian Capital Territory | July 2002–April 2003 |
| Senator Nigel Scullion | Senator for the Northern Territory | Country Liberal Party | Northern Territory | July 2002–June 2003 |
| Senator Trish Crossin | Senator for the Northern Territory | Australian Labor Party | Northern Territory | July 2002–June 2003 |
| Senator Gavin Marshall | Senator for Victoria | Australian Labor Party | Victoria | July 2002–June 2003 |
| Senator Jacinta Collins | Senator for Victoria | Australian Labor Party | Victoria | July 2002–June 2003 |
| Senator Julian McGauran | Senator for Victoria | National Party of Australia | Victoria | July 2002–June 2003 |
| Senator Kim Carr | Senator for Victoria | Australian Labor Party | Victoria | July 2002–June 2003 |
| Senator Lyn Allison | Senator for Victoria | Australian Democrats | Victoria | July 2002–June 2003 |
| Senator Robert Ray | Senator for Victoria | Australian Labor Party | Victoria | July 2002–June 2003 |
| Senator Stephen Conroy | Senator for Victoria | Australian Labor Party | Victoria | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|-------------------------------------|-------------------------------|----------------------------|-------------------|---------------------|
| Senator the Hon Kay Patterson | Senator for Victoria | Liberal Party of Australia | Victoria | July 2002–June 2003 |
| Senator the Hon Richard Alston | Senator for Victoria | Liberal Party of Australia | Victoria | July 2002–June 2003 |
| Senator the Hon Rod Kemp | Senator for Victoria | Liberal Party of Australia | Victoria | July 2002–June 2003 |
| Senator Tsebin Tchen | Senator for Victoria | Liberal Party of Australia | Victoria | July 2002–June 2003 |
| Senator Alan Eggleston | Senator for Western Australia | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Senator Andrew Murray | Senator for Western Australia | Australian Democrats | Western Australia | July 2002–June 2003 |
| Senator Brian Greig | Senator for Western Australia | Australian Democrats | Western Australia | July 2002–June 2003 |
| Senator Christopher Evans | Senator for Western Australia | Australian Labor Party | Western Australia | July 2002–June 2003 |
| Senator David Johnston | Senator for Western Australia | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Senator Mark Bishop | Senator for Western Australia | Australian Labor Party | Western Australia | July 2002–June 2003 |
| Senator Ross Lightfoot | Senator for Western Australia | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Senator Ruth Webber | Senator for Western Australia | Australian Labor Party | Western Australia | July 2002–June 2003 |
| Senator Susan Knowles | Senator for Western Australia | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Senator the Hon Christopher Ellison | Senator for Western Australia | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Senator the Hon Ian Campbell | Senator for Western Australia | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Senator the Hon Peter Cook | Senator for Western Australia | Australian Labor Party | Western Australia | July 2002–June 2003 |

Provision of electoral roll information to federally registered political parties

| Recipient | Constituency | Political party | Data provided | Period provided |
|---------------------|--|---|---|---------------------|
| Mr Jason Wood | Australian Democrats – National Secretariat | Australian Democrats | National | July 2002–June 2003 |
| Mr David King | Australian Democrats New South Wales Division | Australian Democrats New South Wales Division | New South Wales | July 2002–June 2003 |
| Ms Samantha Roberts | Australian Greens – Victoria | Australian Greens – Victoria | Victoria | June 2003 |
| Mr Matthew Cossey | Australian Labor Party – ACT Branch | Australian Labor Party | Australian Capital Territory | July 2002–June 2003 |
| Mr Eric Roozendaal | Australian Labor Party – New South Wales Branch | Australian Labor Party | New South Wales | July 2002–June 2003 |
| Mr Cameron Milner | Australian Labor Party – Queensland Branch | Australian Labor Party | Queensland | July 2002–June 2003 |
| Mr Ian Hunter | Australian Labor Party – South Australia Branch | Australian Labor Party | South Australia | July 2002–June 2003 |
| Mr David Feeney | Australian Labor Party – Victoria Branch | Australian Labor Party | Victoria | July 2002–June 2003 |
| Mr Bob Korbøl | Australian Labor Party – Federal Secretariat | Australian Labor Party | National (supplied to Data Bureau) | July 2002–June 2003 |
| Kylie Laurence | Christian Democratic Party | Christian Democratic Party | New South Wales | September 2002 |
| Mr Craig Isherwood | Citizens Electoral Council of Australia | Citizens Electoral Council of Australia | Victoria | July 2002–June 2003 |
| Mr Graham Askey | Help End Marijuana Prohibition (HEMP) Party | Help End Marijuana Prohibition (HEMP) Party | New South Wales | May 2003 |
| Mr Warren Huismann | Liberal Party of Australia – Federal Secretariat | Liberal Party of Australia | Australian Capital Territory, New South Wales, Victoria, Queensland, South Australia, Western Australia, Queensland (supplied to Data Bureau) | July 2002–June 2003 |

| Recipient | Constituency | Political party | Data provided | Period provided |
|---------------------------|---|--|---|------------------------|
| Mr Julian Freeland | Liberal Party of Australia – New South Wales Division | Liberal Party of Australia | New South Wales | July 2002–June 2003 |
| Mr Peter Skillern | Liberal Party of Australia – Queensland Division | Liberal Party of Australia | Queensland | July 2002–June 2003 |
| Mr Brian Loughnane | Liberal Party of Australia – Victoria Division | Liberal Party of Australia | Victoria | July 2002–June 2003 |
| Mr Peter Wells | Liberal Party of Australia – Western Australia Division | Liberal Party of Australia | Western Australia | July 2002–June 2003 |
| Mr Keith Woollard | Liberals for Forests | Liberals for Forests | Western Australia | July 2002–October 2002 |
| Ms Sue Mitchell | National Party of Australia – Federal Secretariat | National Party of Australia | New South Wales, Victoria, Australian Capital Territory, South Australia, Western Australia, Queensland | July 2002–June 2003 |
| Ms Julie Dale | National Party of Australia – New South Wales Branch | National Party of Australia | New South Wales | July 2002–June 2003 |
| Mr Andrew Bibb | National Party of Australia – Queensland Branch | National Party of Australia | Queensland | July 2002–June 2003 |
| Ms Meredith Brown | National Party of Australia – Victoria Branch | National Party of Australia | Victoria | July 2002–June 2003 |
| Mr Jamie Kronborg | National Party of Australia – Western Australia Branch | National Party of Australia | Western Australia | July 2002–June 2003 |
| Mr John Flanagan | Non-Custodial Parents Party | Non-Custodial Parents Party | New South Wales | April 2003 |
| Ms Suzanne Cavanagh | Northern Territory Country Liberal Party | Northern Territory Country Liberal Party | Northern Territory (supplied to Data Bureau) | July 2002–June 2003 |
| Mr Peter Consandine | Republican Party of Australia | Republican Party of Australia | New South Wales | April 2003–June 2003 |
| Deputy Registered Officer | The Greens New South Wales | The Greens New South Wales | New South Wales | July 2002–June 2003 |

Appendix F Ecologically sustainable development and environmental performance

The AEC's outcomes are directed towards providing the Australian people with an independent electoral service which meets their needs, and which encourages them to understand and participate in the electoral process and to enhance free and fair electoral processes throughout the world. As such, the outcomes are not directly related to ecologically sustainable development objectives within the terms of s.516A(6)(b) of the *Environment Protection and Biodiversity Conservation Act 1999* (the EPBC Act).

The AEC's activities in relation to managing the agency's effect on the environment are confined to the efficient use of natural resources and management of waste. In addition, the AEC is committed to reducing energy consumption in order to meet government targets and ultimately reduce greenhouse gas emissions. During 2002–03 the AEC developed a procedure manual for an office based environmental management system in the AEC, which is complemented by an AEC-specific environmental policy.

During 2002–03 the AEC had in place a range of practical strategies, pursuant to paragraph 516A(6)(d) of the EPBC Act, designed to address environmental management issues, including:

- conducting 'switch off' campaigns in relation to lighting and office machines
- recycling paper, cardboard and toner cartridges
- where possible, reusing cardboard voting screens and other equipment used at electoral events
- monitoring air and water safety in air conditioning units
- implementing the more efficient use of office space.

The AEC's strategies comply with the recommendations of the Australian National Audit Office Audit Report No. 47, *Energy Efficiency in Commonwealth Operations*, released in June 1999.

Appendix G Consultancies applicable in 2002–03

The AEC may engage consultants under section 35(2) of the *Commonwealth Electoral Act 1918* and determine the terms and conditions of those consultants under section 35(4). Consultants may also be engaged in accordance with the *Financial Management and Accountability Act 1997*.

The AEC defines a ‘consultant’ as an individual, partnership or corporation, engaged by the AEC from outside the Australian Public Service, for the following purposes:

- providing expert advice on policy, technical and professional matters
- undertaking research projects, surveys, fact-finding investigations and management reviews
- providing additional professional resources to undertake priority tasks for which suitably skilled permanent, temporary or casual staff are not available
- providing staff training services, except where the training is an off-the-shelf package and available to any other organisation without any change in content.

Before the delegate gives approval to engage a consultant, the following criteria must be met:

- the consultancy must meet AEC corporate planning objectives
- alternatives to the use of consultants must have been fully considered
- the required skills must not be readily available in the AEC
- the consultancy must not be used to circumvent other processes within the AEC
- costs and timeframes must be reasonable
- selection arrangements must
 - be publicly defensible
 - result in fair competition
 - provide value for money
 - promote open and effective competition
- the consultancy must have been budgeted for
- clear and comprehensive specifications and outcomes must have been developed
- the criteria for evaluation of responses must have been developed.

The AEC Executive must approve proposed consultancies in excess of \$200,000.

Consultancy contracts to the value of \$10,000 or more let during 2002–03

| Name of consultant | Nature/purpose of consultancy | Contract price | Selection process used | Publicly advertised | Reason for contract |
|---|---|----------------|------------------------|---------------------|---------------------|
| Computer Sciences Corporation | Hosting, maintenance and updating the AEC website | \$123,500 | Restricted Tender | No | 1 |
| Michael R Cooper and Associates Proprietary Limited | Providing a design and project management service for the fit-out of the second floor, AMP Building, Hobart | \$21,340 | Select Tender | No | 1 |
| Information Sources Australia Proprietary Limited | Producing a standards manual for the development or maintenance of information technology | \$53,889 | Restricted Tender | No | 1 |
| Software AG Australia Proprietary Limited | Studying the feasibility of moving ADABAS/Natural development software to a new environment | \$26,000 | Restricted Tender | No | 1 |
| WordsWorth Writing | Providing services for the production of the AEC Annual Report 2002–03 | \$66,682 | Select Tender | No | 1 |
| PALM Management Services | Advancing leadership strategy in the AEC | \$47,575 | Restricted Tender | No | 1 |
| Davidson Trahaire Proprietary Limited | Providing an employee assistance program for AEC employees | \$26,400 | Restricted Tender | Yes | 1 |
| Australian Public Service Commission | Conducting Performance Management Program Training | \$59,160 | Select Tender | No | 1 |
| Jebel Consultant Group | Developing information technology and online plans | \$70,000 | Select Tender | No | 1 |
| Walter and Turnbull | Providing internal audit services | \$291,756 | Select Tender | No | 2 |
| Value Creation Group | Improving strategic planning and leadership within the AEC | \$119,596 | Restricted Tender | No | 1 |
| Resolution Consulting Services Proprietary Limited | Conducting a resourcing review | \$396,000 | Restricted Tender | No | 1 |
| The Research Forum | Providing consultancy services for the eligible elector benchmark knowledge survey | \$61,304 | Restricted Tender | No | 1 |
| National Capital Printing | Producing and printing five volumes of election statistics | \$89,114 | Select Tender | No | 1 |

| Name of consultant | Nature/purpose of consultancy | Contract price | Selection process used | Publicly advertised | Reason for contract |
|---|--|----------------|------------------------|---------------------|---------------------|
| Netimpact Online Publishing Proprietary Limited | Producing and distributing CD-ROMs of election statistics | \$68,753 | Select Tender | No | 1 |
| Morris Walker | Providing professional services for the preparation of the AEC Annual Report 2001–02 | \$39,261 | Select Tender | No | 1 |
| GHD | Conducting a building risk assessment in relation to water damage | \$17,444 | Nil | No | 1 |
| GHD | Conducting miscellaneous fit-out works | \$40,345 | Select Tender | Ongoing | 1 |
| Open Systems Australia | Providing Citrix engineering services | \$21,450 | Restricted Tender | No | 1 |

Reason for consultancy contract:

- 1 Expertise not available in the AEC
- 2 Audit expertise

Appendix H Industrial and commercial elections statistics

The following table provides a statistical breakdown by State/Territory of industrial and commercial elections undertaken by the AEC in the 2002–03 financial year.

AEC activities in relation to industrial elections and commercial ballots in 2002–03

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Total |
|--|-------|-------|-----|-----|-----|-----|-------|-----|--------|
| Elections and ballots | | | | | | | | | |
| Number of contested industrial elections | 33 | 31 | 14 | 11 | 19 | 20 | 18 | 9 | 155 |
| Number of uncontested industrial elections | 46 | 121 | 44 | 32 | 37 | 41 | 37 | 8 | 366 |
| Certified agreement ballots | 35 | 0 | 6 | 8 | 2 | 6 | 14 | 1 | 72 |
| Other commercial elections and ballots | 0 | 0 | 1 | 1 | 1 | 1 | 0 | | 4 |
| Total number of elections and ballots completed, 1 Jul 2002 to 30 Jun 2003 | 114 | 152 | 65 | 52 | 59 | 68 | 69 | 18 | 597 |
| Offices | | | | | | | | | |
| Number of offices contested | 397 | 402 | 75 | 66 | 49 | 62 | 136 | 15 | 1,202 |
| Number of offices uncontested | 1,714 | 2,996 | 617 | 802 | 937 | 357 | 2,370 | 87 | 9,880 |
| Total number of offices | 2,111 | 3,398 | 692 | 868 | 986 | 419 | 2,506 | 102 | 11,082 |
| Candidates | | | | | | | | | |
| Number of candidates for contested offices | 757 | 666 | 120 | 127 | 201 | 94 | 260 | 31 | 2,256 |
| Number of candidates for uncontested offices | 931 | 1,402 | 496 | 472 | 663 | 281 | 1,832 | 62 | 6,139 |
| Total number of candidates | 1,688 | 2,068 | 616 | 599 | 864 | 375 | 2,092 | 93 | 8,395 |

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Total |
|---|---------|---------|---------|--------|--------|--------|--------|--------|---------|
| Ballot papers | | | | | | | | | |
| Number of voters to whom ballot papers were issued (industrial) | 217,759 | 185,654 | 100,051 | 57,439 | 78,027 | 27,537 | 48,588 | 10,347 | 725,402 |
| Number of voters from whom ballot papers were returned (industrial) | 51,586 | 64,342 | 23,798 | 18,539 | 26,642 | 7,962 | 11,568 | 3,508 | 207,945 |
| Number of voters to whom ballot papers were issued (certified agreements) | 65,285 | 0 | 6,053 | 6,295 | 168 | 1,533 | 4,615 | 110 | 84,059 |
| Number of voters from whom ballot papers were returned (certified agreements) | 41,477 | 0 | 4,714 | 3,424 | 167 | 1,370 | 3,962 | 57 | 55,171 |
| Number of voters to whom ballot papers were issued (other commercial) | 0 | 0 | 2,414 | 136 | 101 | 61 | 0 | 0 | 2,712 |
| Number of voters from whom ballot papers were returned (other commercial) | 0 | 0 | 1,295 | 71 | 73 | 43 | 0 | 0 | 1,482 |
| Total number of voters to whom ballot papers were issued | 283,044 | 185,654 | 108,518 | 63,870 | 78,296 | 29,131 | 53,203 | 10,457 | 812,173 |
| Total number of voters from whom ballot papers were returned | 64,342 | 93,063 | 29,807 | 26,882 | 22,034 | 9,375 | 15,530 | 3,565 | 264,598 |

Appendix 1 ATSIC further election and casual vacancy statistics

The following casual vacancies resulted from councillors being elected as zone representatives (commissioners).

Details of elections to fill ATSIC casual vacancies in 2002–03

| Notification date | Regional Council | State | Region | Ward | Former member | New member | Eligible candidates | Date due | Declarations received |
|-------------------|----------------------------------|-------|---------------|-------------------|---------------------|----------------------------|---------------------|-----------|-----------------------|
| 24 Dec 02 | Many Rivers | NSW | Coffs Harbour | Gattang | Rick Griffiths | Gordon Griffiths | 26 | 03 Mar 03 | 19 |
| 24 Dec 02 | Murdi Paaki | NSW | Bourke | Wangkumara | Steve Gordon | Allan Lamb | 25 | 03 Mar 03 | 12 |
| 24 Dec 02 | Sydney | NSW | Sydney | Greater Sydney | Cliff Foley | Patrick Lock | 42 | 03 Mar 03 | 20 |
| 24 Dec 02 | Yilli Rreung | NT | Darwin | Darwin | Kim Hill | Karmi Dunn | 16 | 12 Feb 03 | 8 |
| 24 Dec 02 | Central Remote | NT | Apatula | Papunya | Alison Anderson | Marilyn Nangala (Inkamala) | 7 | 12 Feb 03 | 4 |
| 24 Dec 02 | Peninsular | Qld | Cooktown | Cape York | Robbie Salee | Isaac Edward Savage | 6 | 12 Feb 03 | 2 |
| 24 Dec 02 | Goolburri | Qld | Roma | Roma | Ray Robinson | Garry John (Sonny) Martin | 42 | 18 Feb 03 | 18 |
| 24 Dec 02 | Cairns and District | Qld | Cairns | Tableland/Douglas | Lionel Quartermaine | Gerald Stan Hobbler | 5 | 12 Feb 03 | 3 |
| 24 Dec 02 | South-East Queensland Indigenous | Qld | Brisbane | Brisbane Metro | Robbie Williams | Cheryl Jacobs | 26 | 12 Feb 03 | 5 |
| 24 Dec 02 | Patpa Warra Yunti | SA | Adelaide | Kaurna | Klynton Wanganeen | Trevor Warrior | 11 | 06 Feb 03 | 7 |

| Notification date | Regional Council | State | Region | Ward | Former member | New member | Eligible candidates | Date due | Declarations received |
|-------------------|---------------------------------------|-------|---------------|----------------|--------------------------|--------------------|---------------------|-----------|-----------------------|
| 24 Dec 02 | Tasmanian Regional Aboriginal Council | Tas | Hobart | Hobart | Rodney Dillon | Tony William Brown | 14 | 13 Feb 03 | 9 |
| 24 Dec 02 | Ngarda Ngari Yarndu | WA | South Hedland | Port Hedland | Terry Whitby | Verna McCumstie | 5 | 18 Feb 03 | 3 |
| 24 Dec 02 | Wunan | WA | Kununurra | Yawooroong | Ian Trust | Thomas Birch | 9 | 18 Feb 03 | 4 |
| 24 Dec 02 | Perth Noongar | WA | Perth | Walunga | Farley Garrett | John Penny | 11 | 18 Feb 03 | 4 |
| 24 Dec 02 | Western Desert | WA | Warburton | Western Desert | Darren Farmer | Colin Peterson | 5 | 18 Feb 03 | 4 |
| 24 Dec 02 | Tumbukka | Vic | Ballarat | Tumbukka | Geoff Clark | Ivan Couzens | 13 | 13 Jan 03 | 7 |
| 16 Jan 03 | Many Rivers | NSW | Coffs Harbour | Gattang | Cecil Griffen (deceased) | Gerald Bradshaw | 26 | 03 Mar 03 | 19 |
| 31 Jan 03 | Malarabah | WA | Derby | Jayida Buru | Warren Smith | Lenny O'Meara | 4 | 06 Mar 03 | 2 |
| 05 Feb 03 | Tumbukka | Vic | Ballarat | West Melbourne | Troy Austin | Colleen Marion | 15 | 06 Mar 03 | 5 |
| 21 Mar 03 | Alice Springs | NT | Alice Springs | Alice Springs | Eileen Hoosan | Eileen Van Iersal | 13 | 30 Apr 03 | 7 |
| 26 Mar 03 | Alice Springs | NT | Alice Springs | Alice Springs | Geoff Shaw | Sabella Turner | 13 | 30 Apr 03 | 7 |

Glossary and Abbreviations

| | |
|----------------|--|
| AAT Act | <i>Administrative Appeals Tribunal Act 1975</i> |
| ADJR Act | <i>Administrative Decisions (Judicial Review) Act 1977</i> |
| AEC | Australian Electoral Commission |
| AEO | Australian Electoral Officer |
| Agreement, the | Australian Electoral Commission Certified Agreement |
| ANAO | Australian National Audit Office |
| APS | Australian Public Service |
| ATSIC | Aboriginal and Torres Strait Islander Commission |
| AWA | Australian Workplace Agreement |
| BRIDGE course | Building Resources in Democracy, Governance and Elections electoral administrators' course |
| CRU program | continuous roll update program |
| ECT | Election Commission of Thailand |
| EEC | electoral education centre |
| EEO | equal employment opportunity |
| ELIAS | Elector Information Access System |
| EOCV | Equal Opportunity Commission of Victoria |
| EPBC Act | <i>Environment Protection and Biodiversity Conservation Act 1999</i> |
| EPIC Project | Electoral Process Information Collection Project |
| ERR | electoral roll review |
| FMA Act | <i>Financial Management and Accountability Act 1997</i> |
| FOI Act | <i>Freedom of Information Act 1982</i> |
| FSM | Federated States of Micronesia |
| HREOC | Human Rights and Equal Opportunity Commission |
| ICE | Industrial and Commercial Elections |
| ICR | intelligent character recognition |
| IFES | International Foundation for Election Systems |
| IIDEA | International Institute for Democracy and Electoral Assistance |
| IPP11 | Information Privacy Principle 11 of the <i>Privacy Act 1988</i> |

| | |
|--------------------|--|
| JSCEM | Joint Standing Committee on Electoral Matters |
| KPU | Indonesian General Election Commission |
| Office | 'Office' is a position that is directly involved in the management and decision making within an organisation or branch of an organisation as defined in Section 9 of Schedule 1B of the Workplace Relations Act. 'Non-office' is a position other than an office. |
| OH&S | occupational health and safety |
| OH&S Act | <i>Occupational Health and Safety (Commonwealth Employment) Act 1991</i> |
| PIANZEA Network | Pacific Islands, Australia and New Zealand Electoral Administrators' Network |
| PNGEC | Papua New Guinea Electoral Commission |
| Privacy Act | <i>Privacy Act 1988</i> |
| Public Service Act | <i>Public Service Act 1999</i> |
| RMANS | computerised roll management system |
| RPS | Roll Products and Services unit |
| SCVP | School and Community Visits Program |
| SEO | State Electoral Office |
| TAFE | Technical and Further Education |
| TEO | Tasmanian Electoral Office |
| TSRA | Torres Strait Regional Authority |
| TTF sessions | train-the-facilitator sessions |
| VCE | Victorian Certificate of Education |
| WAEC | Western Australian Electoral Commission |
| YAC | Youth Advisory Committee |

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