



Australian Electoral Commission



2003–04 Annual Report

Australian Electoral Commission / AEC

Helping you have your say.

AUSTRALIAN ELECTORAL COMMISSION ANNUAL REPORT 2003–04

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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 2004.

Yours sincerely


James Burchett
Chairperson


Andy Becker
Electoral Commissioner


Dennis Trewin
Commissioner

9 September 2004

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Annual Report

About this Report



2003–04

PURPOSE

This annual report of the Australian Electoral Commission (AEC) documents the AEC's performance for the financial year ending 30 June 2004.

STRUCTURE

The report is presented in seven main parts:

- a review by the Electoral Commissioner, including summaries of significant developments and the AEC's overall performance in 2003–04, and of the outlook for 2004–05
- an overview of the AEC, including explanations of its legislative basis and structure
- a report on the AEC's performance, structured around the organisation's outcomes and outputs framework as identified in its 2003–04 Portfolio Budget Statements
- a report on the AEC's management and accountability, covering internal governance, external scrutiny, human resources management, purchasing, assets management, providing access for people with disabilities, and consultants and competitive tendering and contracting
- the AEC's audited financial statements for 2003–04
- 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, Territory and local
- students, teachers and researchers
- AEC staff.

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

CONTACT OFFICER

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

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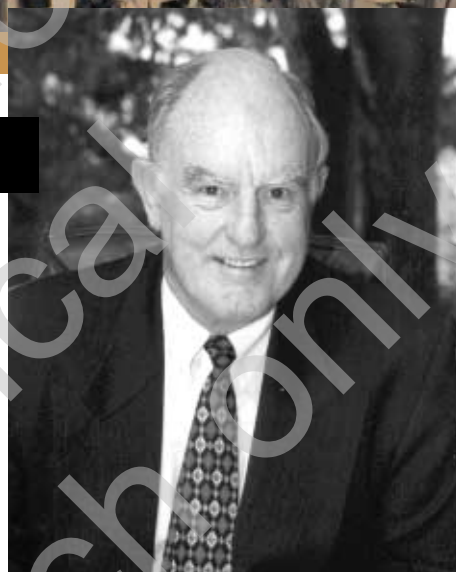
Website: www.aec.gov.au

Annual Report

Electoral Commissioner's Report



Andy Becker
Electoral Commissioner



The AEC finished the year with two major hurdles cleared. First, a long awaited injection of funds provided some relief from the strictures of our budgetary situation, reported last year. Secondly, a new Certified Agreement was accepted by a majority of the staff not covered by Australian Workplace Agreements.

With no parliamentary or major Aboriginal and Torres Strait Islander Commission (ATSIC) elections to conduct in the reporting year, the AEC was able to devote more time to reviewing its business practices and developing its people. The AEC's management is focused on leadership development which is designed to engage staff at all levels. To date, the program is covering all senior staff, including all those in Executive Levels 1 and 2, and will be progressively extended to cover all other employees.

Whilst on strategic issues, a considerable amount of effort, involving all senior management and executive-level staff, was expended developing the Strategic Plan 2004-07. The views of the AEC's major stakeholders, including the Minister and his staff and senior officeholders, were sought. Political party secretariats, senators and members of parliament also provided meaningful input, adding weight to the principles underpinning the plan. All AEC staff were also given the opportunity for input. The plan will be launched early in the new financial year, and the contributions of all involved are greatly appreciated.

Extensive preparation for the next federal election picked up pace during the year. All major equipment items (ballot boxes, voting screens et cetera) are now in store and all systems are bedded down. A trial election was conducted successfully in October 2003 to test the full range of AEC systems and procedures and, if time permits, a further trial will be held early in the 2004-05 financial year.

Overseas, capacity-building programs funded by the Australian Agency for International Development (AusAID) in Papua New Guinea, East Timor, the Federated States of Micronesia, and Indonesia required significant specialist resources from the AEC.

It had been hoped that the biennial conference of members of the Pacific Islands, Australia and New Zealand Electoral Administrators (PIANZEA) Network could be held in the reporting year. Unfortunately, the commitments of some of the network's members required that the conference be deferred until early in 2005.

In October 2003, five AEC representatives participated in the biennial conference for Asian electoral administrators in Chiang Mai, Thailand. The conference, an initiative of the former Chairperson of the Commission, the Hon. Trevor Morling QC, was jointly hosted by the Thai Electoral Commission and the AEC.

Shortly thereafter, we saw the retirement of Mr Morling after 18 years in the chair. As an eminent jurist, he brought a high degree of credibility to the Commission, particularly in the international arena. We acknowledge that his efforts throughout his tenure contributed significantly to the standing the AEC enjoys today.

Mr Morling's successor, the Hon. James Burchett QC, has assumed the mantle with vigour and is already putting his stamp on the affairs of the Commission. I am certain he, too, will make a significant contribution.

I must acknowledge at this stage the contribution to the affairs of the AEC of the third member of the Commission, Mr Dennis Trewin. As the Australian Statistician, Mr Trewin brings a wealth of intellect, expertise and experience to meetings of the Commission. Given his commitments as Chief Executive of the Australian Bureau of Statistics, the time he is able to devote to the AEC is greatly appreciated.

In April, the Australian National Audit Office (ANAO) issued its findings from a follow-up performance audit of the Commonwealth electoral roll. The ANAO again concluded that overall the roll was one of high integrity, and that it could be relied on for electoral purposes.

Among its conclusions, however, the ANAO found that a higher priority needed to be given to establishing uniform data-matching standards across States and Territories to support roll accuracy. While the AEC supports that view and will continue to pursue arrangements to give effect to the recommendation, it must be remembered that the AEC is not the only player. That same priority must be recognised by the State and Territory governments, which hold much of the data the AEC requires, if the recommendation is to be effective.

The Electoral Council of Australia, comprising representatives from all Australian electoral administrations, held a number of meetings during the year to canvass ideas on improving electoral processes, including systems to give effect to the ANAO recommendations. The AEC recognises and appreciates the contributions of our State and Territory colleagues.

As I mentioned in opening, the May 2004 Budget saw some financial supplementation for the AEC, namely a \$28.1 million increase over five years from 2003–04 to 2007–08. It also allocated a further \$6.3 million to progress electoral roll improvement projects over four years from 2004–05 to 2007–08.

A further area supported in the Budget was the extension of trials in the enrolment process using optical character recognition techniques. Those trials have yielded very positive results so far, and a comprehensive report will be available for consideration within the next 12 months.

A new Certified Agreement was struck after long, complex and at times harrowing negotiations. The agreement, which will run for three years, should ensure that APS staff at all levels will maintain a salary position comparable with that of the median of public service agencies. In the same period, approximately 40 per cent of AEC staff availed themselves of the opportunity to negotiate Australian Workplace Agreements.

Parliament passed two pieces of legislation towards the end of the financial year—the *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004* and the *Electoral and Referendum Amendment (Enrolment Integrity and Other Measures) Act 2004*.

Most of the amendments arose from recommendations contained in two recent reports of the Joint Standing Committee on Electoral Matters (JSCEM), the first being on the integrity of the electoral roll and the second being on the inquiry into the 2001 federal election. These reaffirm the significance of the JSCEM as a vehicle for airing public suggestions and comments, and as a forum through which the AEC can submit its proposals on matters it considers important to address.

A significant amendment sees the withdrawal of the electoral roll from sale and a prohibition imposed on the commercial use of data extracted from it. This change in particular was welcomed by the AEC, which has for a long time been concerned about the misuse of roll data for commercial and private purposes. Moreover, the amendment has removed a potential obstacle to the enrolment of those people who hold the view that, for them, privacy and a degree of anonymity are more important considerations than the requirement to participate in the electoral process.

A few months ago, we celebrated the twentieth anniversary of the foundation of the Australian Electoral Commission as a statutory body. Still visible are vestiges of the AEC's predecessors—in its structure, practices, dogma and legislation—but nonetheless, the AEC is a very different vehicle from that created in 1984. We have embraced technology as much from necessity as for practicality and efficiency. This, together with significant advances in our commitment to enhancing corporate governance in the face of some significant opposition, is evidence of the indomitableness of spirit within the AEC.

With the federal election looming, the current focus of the AEC is on honing its skills and finetuning its systems, ready for the most important date on the electoral calendar. When that time comes, I have every confidence that our staff will continue to uphold the great standards that we have set over the years.



Andy Becker

Electoral Commissioner

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Annual Report

AEC Overview



2003-04

AEC Overview

Figure 1 Performance framework

Drivers	Commonwealth Electoral Act 1918 Portfolio Budget Statements AEC Strategic Plan 2004–2007 Portfolio Additional Estimates Statements		
Outputs	Output Group 1— Electoral roll management 1.1.1 Electoral roll 1.1.2 Electoral roll updates 1.1.3 Roll products and services 1.1.4 Support services for electoral redistributions	Output Group 2— Elections, ballots and referendums 2.1.1 Federal elections, by-elections and referendums 2.1.2 Party registrations 2.1.3 Funding and disclosure services 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	Output Group 3— Electoral education 3.1.1 Electoral education centres 3.1.2 School and community programs
Performance indicators	Percentage of people eligible to vote who are on the electoral roll Extent to which Australians have access to their voting entitlement Extent to which the electoral roll provides the basis for planning of electoral events and electoral redistributions Level of stakeholder and customer satisfaction with electoral products and services	Extent to which stakeholders and customers have access to and advice on impartial and independent electoral services Percentage of voter turnout at electoral events Extent to which legislative requirements are met Extent to which customer service charter standards are met	The level of understanding by the Australian community of electoral matters The level of understanding of electoral events and processes by participants in education sessions and activities Level of customer satisfaction
Outcomes	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
Values	The AEC fosters the following core values: impartiality and neutrality; integrity and accuracy; mutual respect; respect for the law; service; transparency.		

Overview

ROLE

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

Six processes uniquely identify the AEC:

- preparing for, conducting and reviewing elections
- managing the Commonwealth electoral roll
- educating and informing the community about participating in the electoral process
- providing advice and assistance on electoral matters in Australia and overseas
- ensuring that political parties and others comply with financial disclosure requirements
- supporting electoral redistributions.

LEGISLATIVE FRAMEWORK

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

At 30 June 2004, the Commissioners were:

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

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

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

PARTNERSHIPS

The AEC works in partnership with Australian and international organisations in support of our planned outcomes.

Enrolment with the Electoral Council of Australia and joint roll partners

The AEC works very closely with the State and Territory electoral authorities to maintain a complete, accurate and up-to-date electoral roll. Joint roll arrangements between the State Governors, the Administrator of the Northern Territory, the Chief Minister of the Australian Capital Territory and the Governor-General set out the terms for the partnership. A memorandum of understanding, established each year to identify the specific activities each agency will need to undertake to achieve the agreed enrolment outcomes, focuses mainly on the continuous roll update program.

Industrial elections with the Australian Industrial Registry

The AEC has a statutory responsibility for the conduct of elections referred to it by the Australian Industrial Registry, which comes under the Department of Employment and Workplace Relations portfolio. The registry certifies the rules of federally registered organisations, including rules for elections. When the Industrial Registrar requires an election to be held, the AEC conducts it. We work closely with the registry, and exchange information to the benefit of both agencies.

Studying youth attitudes to the electoral process with Sydney University and the Australian National University

In 2003, the Australian Research Council granted funding for the Youth Enrolment Study, a four-year study of the participation of young Australians in the electoral system. The research partners are Sydney University, the Australian National University and the AEC. The project's main data set will come from in-depth group interviews in a number of electoral divisions, and from national paper-based surveys in 2004 and 2006.

Research on the homeless and voting with Swinburne University

In 2003, the Joint Standing Committee on Electoral Matters recommended action to ensure the electoral rights of homeless people. As part of its response, the AEC has begun a research partnership with Swinburne University to better understand the homeless population and their voting needs. The project will identify strategies to engage the homeless in the electoral process, and make practical recommendations.

BRIDGE to democracy with the International Institute for Democracy and Electoral Assistance and the Electoral Assistance Division of the United Nations

The AEC works closely and fruitfully with the International Institute for Democracy and Electoral Assistance (IIDEA) and the United Nations (UN). In cooperation with IIDEA and the United Nations Electoral Assistance

Division, we have developed the Building Resources in Democracy, Governance and Elections (BRIDGE) electoral administrators' course. IIDEA has funded development of a BRIDGE website, and in December 2003 supported an international meeting in Brisbane, which reviewed draft materials for a BRIDGE implementation handbook.

Elections and expertise for the United Nations

In response to an increasing number of requests for help, the UN established its Electoral Assistance Division in 1992. Since then, in support of its peace-building role, the UN has helped around 60 countries hold elections.

Although the UN's best known electoral assistance has been in large-scale operations such as those in Cambodia and East Timor, it is more often asked for technical help, involving consultants for a specific project over one or two months. The AEC has a strong relationship with the Electoral Assistance Division, particularly in the development of resources such as the BRIDGE course and on issues arising in post-conflict elections.

Helping AusAID help our neighbours

AusAID helps developing countries achieve sustainable growth and reduce poverty. AusAID notes that an important prerequisite for development is good governance—including open, transparent, accountable and equitable government practices, respect for human rights, the rule of law, and participatory development—and recognises the critical role played by fair elections.

AusAID has funded the AEC to provide electoral assistance in a wide range of countries, including Indonesia, East Timor, Papua New Guinea, Solomon Islands, Fiji and the Federated States of Micronesia.

Cooperating with IFES

IFES (formerly the International Foundation for Election Systems) is an independent foundation based in Washington DC. IFES delivers much of its electoral assistance and governance program on behalf of the United States Government, in much the same way as the AEC does on behalf of Australia.

In countries where both donor governments are active, we regularly work in close collaboration with IFES. The AEC has often made staff available to serve on IFES projects in a private capacity.

Promoting public awareness with State electoral authorities

The AEC worked closely with State electoral authorities during the year, particularly on electoral education.

We signed a memorandum of understanding with the Victorian Electoral Commission, allowing for a joint approach to electoral education in Victoria. The Melbourne Electoral Education Centre is working closely with the State body on several new public awareness projects.

Our South Australian head office has formed a partnership with the South Australian Electoral Commission, the State Department of Education, Training and Employment, and the State Parliamentary Education Office. Representatives meet regularly to save on the duplication of services.

In Perth, we support an electoral education centre operated by the Western Australian Electoral Commission, since entering into a three-year memorandum of understanding.

PURPOSE AND VALUES

Purpose: helping people have their say

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

Values

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

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

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

Leadership capabilities

We actively encourage and support our leaders to:

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

Primary customer: the eligible voter

The AEC acknowledges that it has a number of important customers and stakeholders, including the Parliament, the Minister, political parties, the media and Australian and overseas communities. However, we identified the eligible voter as our primary customer in our Strategic Plan 2001–04. The AEC has sought to ensure that the eligible voter is not negatively affected by the provision of services to other customers and stakeholders.

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 industrial organisations and for ATSIC
 - 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 in central office are the Deputy Electoral Commissioner, two First Assistant Commissioners and five Assistant Commissioners. Australian Electoral Officers (AEOs) for each State and the Northern Territory assist the Electoral Commissioner to manage the conduct of elections in their respective jurisdictions. The individuals occupying these positions in 2003–04 are listed below.

Aspects of the AEC's senior management committees, including their composition and functions, are discussed in the Management and Accountability section—see Figure 13 on page 91 for a summary.

Senior executives

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

Australian Electoral Officers

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

ORGANISATIONAL STRUCTURE

The AEC's organisational structure for 2003–04 is shown in Figure 3 on page 16.

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
- Public Awareness, Media and Research Branch
- Information Technology Branch.

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

Offices in the States and the Northern Territory

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

Divisional offices

Each State or Territory is divided into electoral divisions that correspond to the number of members of the House of Representatives to which it is entitled. At the end of 2003–04 there were 150 electoral divisions.

The AEC's electoral divisions are shown in Figure 2.

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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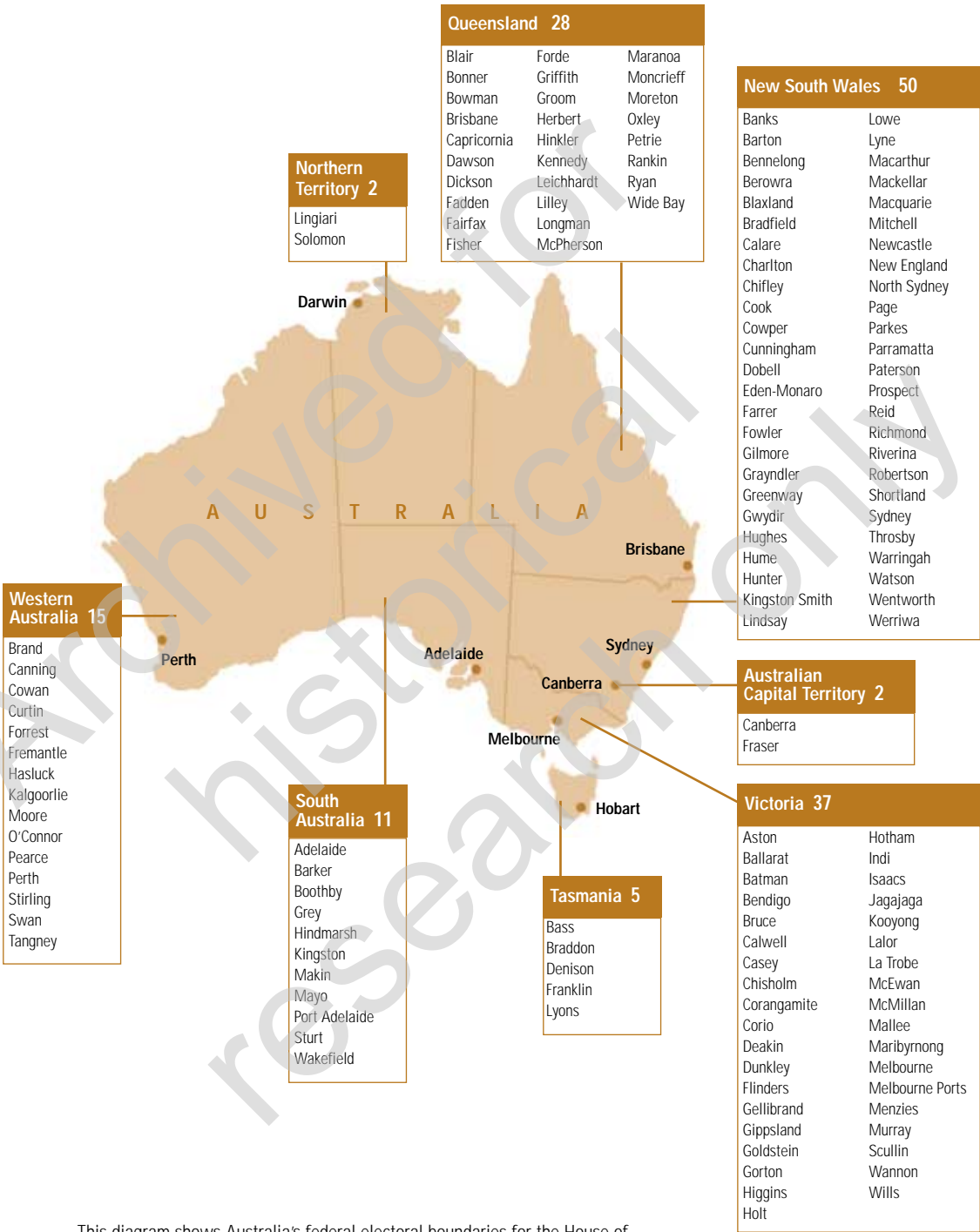
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(08) 8237 6555

Northern Territory

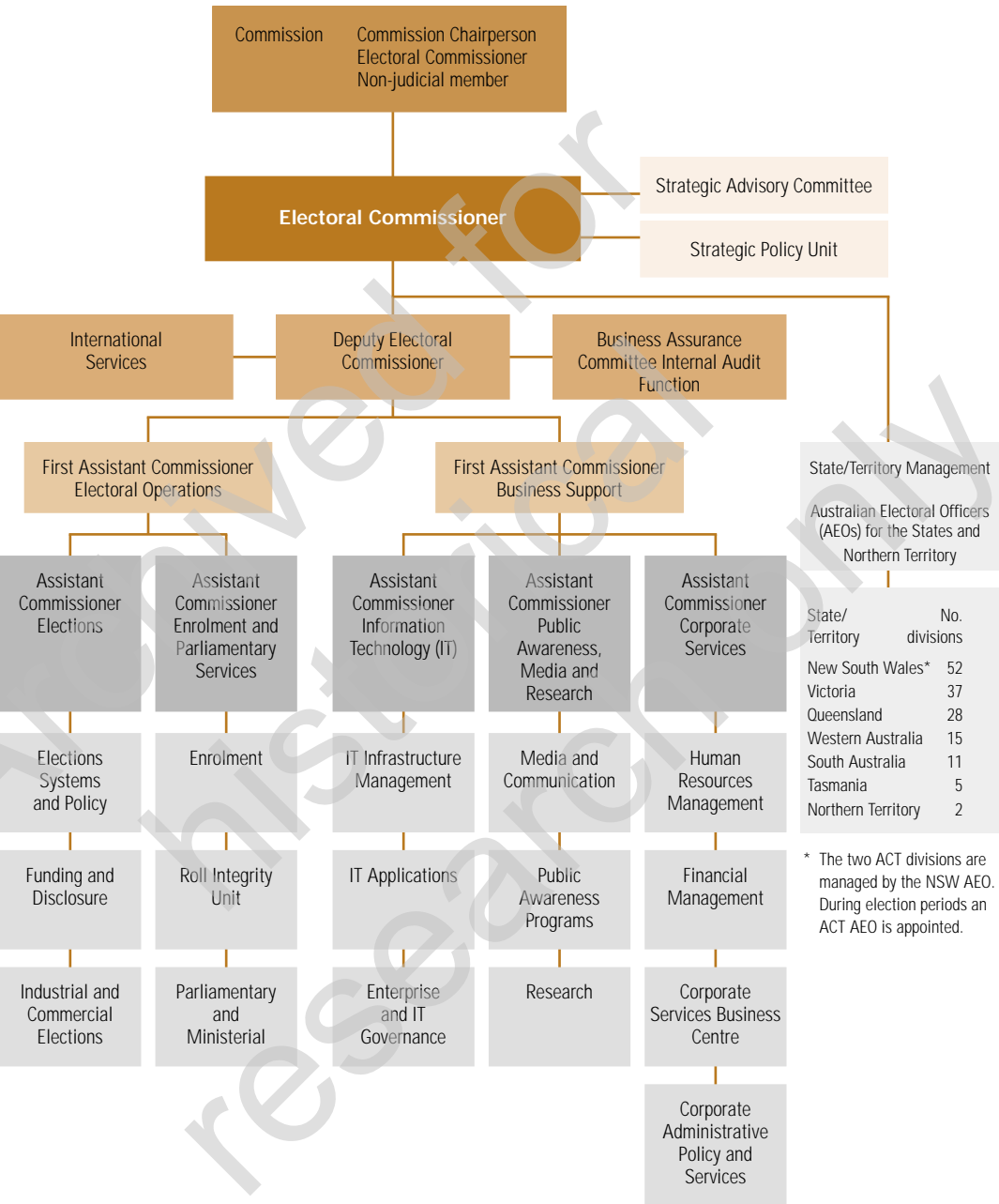
Level 7, TCG Centre
80 Mitchell Street
Darwin NT 0800
(08) 8982 8000

Figure 2 AEC electoral divisions by State and Territory



This diagram shows Australia's federal electoral boundaries for the House of Representatives. At the next federal election there will be a total of 150 House of Representatives seats for the six States and two Territories.

Figure 3 AEC organisational chart, 2004



OUTCOME AND OUTPUT STRUCTURE

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

In 2003–04, there was no variation between the outcomes and outputs described in the AEC's Portfolio Budget Statements and those in this annual report.

Figure 4 Outcome and output structure

Outcomes		
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	2 Elections, ballots and referendums Stakeholders/customers have access to and advice on impartial and independent electoral services and participate in electoral events	3 Electoral education An Australian community which is well informed about electoral matters
Outputs		
Output Group 1.1—Electoral roll management 1.1.1 Electoral roll 1.1.2 Electoral roll updates 1.1.3 Roll products and services 1.1.4 Support services for electoral redistributions	Output Group 2.1—Elections, ballots and referendums 2.1.1 Federal elections, by-elections and referendums 2.1.2 Party registrations 2.1.3 Funding and disclosure services 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	Output Group 3.1—Electoral education 3.1.1 Electoral education centres 3.1.2 School and community programs

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Annual Report

Report on Performance



2003-04

Outcome 1 – ELECTORAL ROLL MANAGEMENT

REPORT ON PERFORMANCE—OUTCOME 1

Figure 5 Outcome 1: performance indicators and outputs

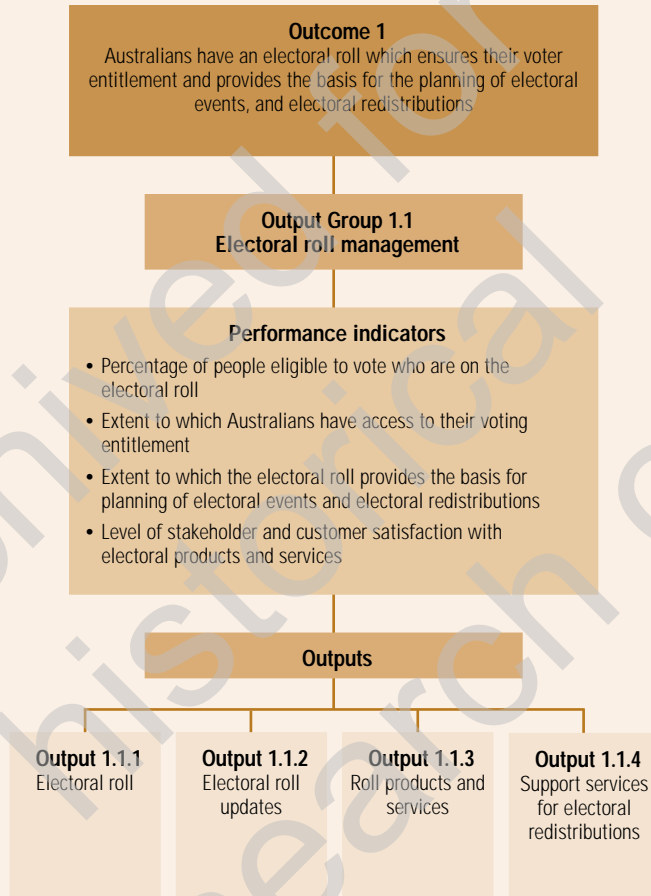


Table 1 Outcome 1: Electoral roll management—summary of resources

	Budget 2003–04 \$'000	Actual expenses 2003–04 \$'000	Budget 2004–05 \$'000
Administered appropriations			
No administered appropriation for this outcome	—	—	—
Total administered appropriations	—	—	—
Price of departmental outputs			
<i>Commonwealth Electoral Act 1918</i>			
Electoral Roll Review—Special Appropriation			
Output 1.1.2—Electoral roll updates (ERR/CRU)	9,600	9,600	9,000
Total special appropriations	9,600	9,600	9,000
Departmental appropriations			
Output Group 1.1—Electoral roll management			
Output 1.1.1—Electoral roll (RMANS)	18,967	27,617	19,310
Output 1.1.2—Electoral roll updates (ERR/CRU)	19,099	30,007	17,227
Output 1.1.3—Roll products and services	836	481	578
Output 1.1.4—Support services for electoral Redistributions	810	967	430
Total Output Group 1.1	39,712	59,072	37,545
Total revenue from government (appropriations) contributing to price of departmental outputs	49,312	68,672	46,545
Revenue from other sources			
Output Group 1.1—Electoral roll management			
Output 1.1.1—Electoral Roll (RMANS)	3,544	4,674	3,941
Total revenue from other sources	3,544	4,674	3,941
Total price of departmental outputs			
(Total revenue from government and from other sources)	52,856	73,346	50,486
Total estimated resourcing for Outcome 1			
(Total price of outputs and administered appropriations)	52,856	73,346	50,486
	2003–04	2003–04	2004–05
Average staffing level (number)	375	391	321

Note: A full review of methodologies for the attribution of corporate resources across outcomes and outputs was completed at year end. Due to the three-year election cycle, prediction of budget is complicated and has different attribution drivers for each year within the cycle. Using the new methodologies, which are now automated, future predictions of budgets will more closely align with actual results. The revised and refined methodologies make comparison with previous years invalid.

REVIEW OF PERFORMANCE

This section details performance results for 2003–04 by Output Group 1.1—Electoral roll management. The output group contributes to Outcome 1 through four outputs:

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

During 2003–04, the principal activities undertaken to meet the outcome requirement for

an accurate and up-to-date electoral roll were the expansion and continuation of the continuous roll update (CRU) program, the development and implementation of a series of roll integrity measures, the supply of roll products for a range of electoral events and the maintenance of joint roll arrangements with State and Territory governments.

At 30 June 2004, 12.96 million people were enrolled. During the year, the AEC processed 2,792,172 enrolment transactions (including deletions), a decrease of 1.6 per cent from 2002–03. The decrease was as a result of processing approximately 50,000 fewer objection transactions and approximately 50,000 fewer intradivisional amendments. However, there were slightly more enrolment applications processed during the year.

Key activities undertaken during this reporting period included:

- stimulating enrolment and checking enrolment details under the CRU program
- processing enrolment forms and changes to elector and address information in a timely manner
- processing enrolment information generated from various electoral events, including the Queensland State election conducted in February 2004, Northern Territory municipal council elections in March 2004, and Queensland and New South Wales local government elections in March 2004 and May 2004 respectively
- providing roll products for a variety of local government and State electoral events
- checking roll integrity, including a full review in the Division of Isaacs, a sample audit review, quality assurance checks on enrolments processed, and an audit of all silent elector enrolments (see the Glossary for a definition of ‘silent elector enrolment’).

Table 2 summarises the AEC’s overall performance in relation to the indicators and targets for Outcome 1 in the 2003–04 Portfolio Budget Statements.

Table 2 **Outcome 1: Electoral roll management—overall performance results**

Measure	Target	Results
Percentage of people eligible to vote who are on the electoral roll	95%	The results of the sample audit fieldwork indicate that at 1 March 2004, an estimated 95% of the eligible population was enrolled for the correct division.
Extent to which Australians have access to their voting entitlement	100%	Policies and procedures are in place to ensure that all eligible Australians have access to their voting entitlement (eg through voter entitlement information, roll updates and convenient and accessible polling arrangements). It should be noted that no federal electoral event was conducted in the 2003–04 reporting period.
Extent to which the electoral roll provides the basis for planning of electoral events and electoral redistributions	90% of requirements	Enrolment data were used to support State and local government elections in New South Wales and Queensland, the Tasmanian Legislative Council elections and municipal elections in the Northern Territory. Federal electoral redistributions were finalised in Victoria, South Australia and Queensland.
Level of stakeholder and customer satisfaction with electoral products and services	customer service charter requirements	No formal stakeholder survey was undertaken. However, the AEC conducted a stakeholder workshop with major political parties in Canberra, and other meetings across the country. One of the aims of these meetings was to seek feedback on our services. No major issues relating to service delivery were raised by any participant.

ANALYSIS

The results of the sample audit fieldwork (discussed under Output 1.1.1) indicate that at 1 March 2004, an estimated 95 per cent of the eligible population was enrolled for the correct division. This, combined with a high level of enrolment transactions (2,792,172 for the year) is evidence of the currency and accuracy of the electoral roll.

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 2003–04 Portfolio Budget Statements and Portfolio Additional Estimates Statements.

PURCHASER–PROVIDER ARRANGEMENTS

No purchaser–provider arrangements were in place for Outcome 1 during 2003–04.

EXTERNAL SCRUTINY

Parliamentary scrutiny

ANAO Audit Report No. 39 2003–04, *Integrity of the electoral roll—follow-up audit*

In April 2002, the Australian National Audit Office (ANAO) tabled Audit Report No. 42 2001–02, *Integrity of the electoral roll*. This report provided Parliament with an opinion on the integrity of the electoral roll and on the effectiveness of the AEC's management of the roll. Overall, the ANAO concluded that the electoral roll was of high integrity and that it could be relied on for electoral purposes. The report also included 12 recommendations aimed at improving the AEC's management of the roll, all of which were agreed to by the AEC.

Subsequently, the Joint Standing Committee on Electoral Matters (JSCEM) reviewed the ANAO report and made a number of recommendations, which largely complemented those made by the ANAO. The JSCEM also recommended that the ANAO undertake a follow-up audit that would allow the standing committee to review, before the next election, the AEC's progress in implementing the ANAO recommendations.

The ANAO follow-up audit was conducted in the second half of 2003, and ANAO Audit Report No. 39 2003–04, *Integrity of the electoral roll—follow-up audit* was tabled on 6 April 2004. The report concluded that progress in implementing the recommendations had been slow. Specifically, the report found that one recommendation had been fully implemented, satisfactory progress had been made on nine, and limited progress had been made on two.

In response, the AEC emphasised that funding for the implementation of the ANAO and JSCEM recommendations was not made available until the November 2003 additional budget estimates process. The AEC believes that good progress has been made since then. During the financial year, the following steps were taken:

- The Electoral Council of Australia agreed to a CRU Strategic Plan to set national standards for the electoral roll, and to a revised set of performance indicators for enrolment.
- A starting-point optimal set of data sources required for an effective national CRU program was determined.
- Memorandums of understanding were signed with the State/Territory Electoral Commissioners covering access to data sources and agreement on CRU activities in the jurisdictions.

- Plain English revisions of standard CRU correspondence were tested.
- Development of an enrolment management information system was begun, with a phased implementation planned for 2005–06.
- Workshops were conducted with key stakeholders to establish strategies for managing relationships with them.
- A fieldwork audit of a statistically valid sample of the electoral roll was conducted to measure the effectiveness of the CRU process.
- Various activities were undertaken to reach identified target groups including youth and the homeless, with the aim of improving the completeness of the electoral roll.
- The Electoral Fraud Control Plan was released, and enrolment fraud awareness sessions are being conducted for staff responsible for the processing of enrolment forms.
- A full habitation review of the Division of Isaacs, aimed at testing the integrity of the electoral roll, was conducted. Analysis of the results of the review is expected to be completed early in the 2004–05 financial year.

As recommended in the JSCem report, to improve efficiency through greater access, the *General Enrolment Manual* is being placed on the AEC intranet as it is updated.

More detail on activities to implement the recommendations of the ANAO and JSCem reports is contained in the Output 1.1.1 and Output 1.1.2 sections of this report.

Inquiry into Territory representation in the House of Representatives

On 1 December 2003, the JSCem tabled its report, *Territory representation: report of the inquiry into increasing the minimum representation for the Australian Capital Territory and the Northern Territory in the House of Representatives*.

The JSCem inquiry was conducted as a result of public and parliamentary reaction to the February 2003 determination by the Electoral Commissioner, made under section 48 of the *Commonwealth Electoral Act 1918*, that resulted in the Northern Territory reverting to a single electoral division.

The JSCem found that the process of ascertaining the populations of Australia and the States and Territories for the purpose of the section 48 determination could be improved through greater transparency. The report made three recommendations, two of which aimed to enhance this transparency. The third recommendation was to restore the second division in the Northern Territory.

Legislation implementing all three recommendations was passed in April 2004. The legislation amended the *Commonwealth Electoral Act 1918* to:

- specify that the statistics to be provided by the Australian Statistician for the purpose of making a determination are to be the most recent set of statistics in a regular series, compiled and published by the Australian Statistician under the *Census and Statistics Act 1905*
- provide that when the Australian Capital Territory or the Northern Territory falls short of a quota for an additional seat, and that shortfall is within an error margin, the Electoral Commissioner is to recalculate the entitlement incorporating the error margin, and if this calculation results in the Territory obtaining a quota, the quota obtained will be used for determining the entitlement of the Territory.

In addition, the legislation restored the two divisions to the Northern Territory as they had existed immediately prior to the February 2003 determination.

Administrative scrutiny

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

There was one application for review of an administrative decision under the AAT Act. An AAT telephone directions hearing is scheduled for 29 July 2004.

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

The Federal Privacy Commissioner investigated one complaint in relation to the disclosure of information from the roll in the course of a roll update procedure. The complaint was closed on the ground that no breach of the Privacy Act was found.

During the 2003–04 financial year, the Commonwealth Ombudsman accepted two complaints for investigation in relation to the AEC's administration of the electoral roll. In one matter, the Ombudsman found that there was no defective administration by the AEC. In the second 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.

Judicial scrutiny

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

DEVELOPMENTS SINCE THE END OF THE FINANCIAL YEAR

An online enrolment verification facility was finalised and implemented in July 2004. This facility enables electors to verify their electoral enrolment using the internet.

SERVICE STANDARDS

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

Output 1.1.1—Electoral roll

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

Table 3 shows the AEC's performance during the year against the indicators and targets set out in the 2003–04 Portfolio Budget Statements and Portfolio Additional Estimates Statements.

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

Measure		Target	Results
Quality	Proportion of eligible people on the electoral roll	95%	The results of the Sample Audit Fieldwork indicate that, at 1 March 2004, an estimated 95% of the eligible population was enrolled for the correct division.
Quantity	Number of enrolment transactions (other than deletions) processed each year	Minimum 2.3 million	2,401,193 enrolment transactions were processed during 2003–04.
	Speed at which enrolment forms are processed	Within three business days	This target was generally met, but enrolment transactions that require investigations to establish eligibility may take longer than three days to process.
Price	Cost of entries on RMANS database	Under \$2.75 per entry	Cost was below \$2.75 per entry.

OVERVIEW

AEC divisional staff continually process enrolment information and enter it into RMANS in order to ensure an accurate and up-to-date electoral roll. This includes information from newly eligible persons and from electors changing addresses, and deletions from the roll of electors who have left their enrolled addresses or died. Staff also process information received from CRU activities and elections, and collect and update address and electoral area boundary information contained on the RMANS address register.

At 30 June 2004, there were 12,961,467 electors on the roll—an increase of 142,728 electors from 2002–03. This increase is attributable to the activities of the AEC's CRU program (see Output 1.1.2) and increased enrolment activity for local and State government elections conducted in New South Wales and Queensland, the Tasmanian Legislative Council elections and municipal elections in the Northern Territory. The estimated participation by those eligible in the 18–25-year age group was 79.6 per cent. The method used to calculate the participation rate has been refined. It projects the Australian Bureau of Statistics (ABS) demographic estimates for 2003 forward to 2004, and adjustments are made for known factors such as deaths. If this new method of calculation had been used to calculate the participation rate for the 2002–03 annual report, the rate would have been 79.8 per cent instead of the reported 79 per cent.

Table 4 summarises enrolments by State or Territory and by year.

Table 4 People enrolled at 30 June 1997–2004, by State or Territory

	1997	1998	1999	2000	2001	2002	2003	2004
NSW	3,989,416	4,054,003	4,133,129	4,187,911	4,154,672	4,216,767	4,270,127	4,310,662
Vic.	3,018,089	3,015,405	3,106,115	3,153,514	3,199,570	3,253,105	3,265,797	3,283,191
Qld	2,110,149	2,144,981	2,183,729	2,241,387	2,326,846	2,353,278	2,369,873	2,441,694
WA	1,119,266	1,124,910	1,156,691	1,169,243	1,203,847	1,204,743	1,207,713	1,217,279
SA	1,006,034	989,884	1,018,589	1,030,970	1,024,112	1,052,739	1,044,802	1,039,531
Tas.	322,127	320,479	326,374	324,838	325,535	332,896	332,228	335,940
ACT	203,632	205,328	209,063	215,212	214,949	218,735	218,949	223,782
NT	104,151	104,648	106,101	107,776	105,611	109,717	109,250	109,388
Total	11,872,864	11,959,638	12,239,791	12,430,851	12,555,142	12,741,980	12,818,739	12,961,467

During the year divisional staff processed 2,401,193 enrolment forms and amendments, a 0.3 per cent increase from 2002–03. There were 551,683 additions to the roll, including 329,726 first time enrollees, 5,201 reinstatements and 216,756 re-enrolments. In addition, there were 738,218 transfers of enrolment between divisions and 1,111,292 address changes and other amendments to elector details. A total of 390,979 deletions were processed, including 104,854 deaths, 3,820 deletions of duplicate entries and 282,305 objection deletions, the majority being for electors who were no longer resident at their enrolled address and who had not enrolled at a new address.

As a result of the redistribution of federal electoral boundaries, 492,990 notification letters were sent to affected electors in Victoria, Queensland and South Australia. As well as informing electors about their new federal division, the letters sought information from the addressee to assist in the review of the electoral rolls. This activity resulted in 280,120 responses with 27,717 enrolments processed by divisional offices as at the end of June.

In their reports on the integrity of the roll, both the ANAO and the JSCEM recommended that the AEC develop performance indicators specific to enrolment. In July 2003, the Electoral Council of Australia agreed to a revised set of indicators. The AEC will be seeking approval to incorporate some of these in the Portfolio Budget Statements for the 2005–06 financial year. The AEC is unable to report on all of the revised performance indicators until the Enrolment Management Information System (EMIS) is implemented (a phased implementation is expected to commence in the 2005–06 financial year). In this report, however, we report informally on those that we are currently able to measure.

In line with recommendation 9 of the ANAO report and recommendation 9 of the JSCEM report, the AEC conducted a fieldwork audit (the 'sample audit fieldwork', or SAF) of a statistically valid sample of the electoral roll in February and March 2004 to measure the accuracy of the roll and the effectiveness of the CRU process. We sought advice from the ABS Consultancy Unit to ensure that the sample was statistically valid, and subsequently reviewed 227 census collection districts randomly selected from across Australia. It is intended that future sampling be done annually.

The results of the SAF are currently being analysed and, after further consultation with the ABS, a full report will be available later in 2004. The preliminary results of the SAF audit indicate that at 1 March 2004 an estimated 95 per cent of the eligible population was enrolled for the correct division. In previous years, the AEC has used Newspoll or comparisons with ABS demographic estimates to provide a figure for the percentage of eligible people on the electoral roll. Both these measurement methods have shortcomings. The SAF provides what we believe to be more robust evidence of the quality of the roll, and we will continue to work with the ABS to further refine the methodologies.

The SAF also gave us a way to measure the accuracy of the AEC's address register. It showed that the register holds 96.9 per cent of actual enrollable addresses and that these are recorded with an accuracy level of 93 per cent.

In addition to using the SAF to measure the AEC's performance, we interrogated RMANS and measured a number of other indicators. The results are given in Table 5.

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

Measure		Target	Results
Quality	An accurate roll of qualified electors	100% of electors are qualified at time of enrolment	Apart from the 59 electors deleted from the roll on non-citizenship grounds, the target was met.
	Prevent and detect attempts at fraudulent enrolment	No fraudulent enrolments result from lack of, or failure to adhere to, AEC fraud control procedures	There were no prosecutions for enrolment fraud during the reporting period.
Quantity	Accurate enrolment processing	More than 99.5% of enrolment transactions are correctly processed to critical fields and correctly matched to existing elector records where applicable	Target met: 99.8%
		100% of notified deaths are correctly matched and removed from the rolls within five business days	91.2%

The measure of the qualification of electors at the time of enrolment was the number of electors enrolled during the year who were subsequently deleted from the roll on the ground of non-citizenship (59 enrolments from the 2.4 million enrolment forms processed). These errors were detected through data checking in the divisions. Other measures of this performance indicator will be developed over the next year.

This year, we can report on two measures of the accuracy of enrolment processing. First, 99.8 per cent of enrolment transactions were correctly processed to critical fields and correctly matched to existing elector records, where applicable. This figure is understated because it includes amendments initiated by the AEC. Second, 100 per cent of notified elector deaths on the roll are matched and removed. However, only 91.2 per cent are removed within five days. Some of the delay is caused by difficulty in matching names of deceased electors. Further analysis will be undertaken in 2004–05, with a view to improving this performance.

Table 6 shows enrolment activity for 2003–04.

Enrolment Management Information System

In accordance with recommendation 5 of ANAO Report No. 42 2001–02 and recommendation 10 of the JSCEM review of the ANAO report, the AEC has given a high priority to the development of the Enrolment Management Information System (EMIS).

The EMIS project will remedy current limitations in the AEC's ability to:

- analyse its own performance managing the electoral roll
- monitor the implementation and impact of activities (such as CRU)
- identify better practice to help ensure cost-effective service delivery
- provide major stakeholders (such as the Parliament, Minister, JSCEM, State and Territory electoral authorities and ANAO) with timely and appropriate statistical information on the management of the roll.

Table 6 Enrolment activity, 1 July 2003 to 30 June 2004

	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Total
Additions to the roll									
New enrolments	96,644	85,733	75,293	30,666	23,727	8,001	6,800	2,862	329,726
Reinstatements	1,718	925	1,603	517	140	161	71	66	5,201
Re-enrolments	59,842	34,656	84,046	17,705	8,768	4,999	3,770	2,970	216,756
Transfers into divisions									
Intrastate	177,511	136,037	163,879	55,959	44,679	9,239	3,362	510	591,176
Interstate	31,867	24,064	48,505	9,759	10,069	7,391	9,113	6,274	147,042
Intradivision amendment or movement	261,247	194,787	253,156	82,090	72,622	30,889	18,390	12,260	925,441
No change enrolment	41,206	55,075	46,875	16,836	13,360	5,734	2,638	4,127	185,851
Total enrolment forms processed	670,035	531,277	673,357	213,532	173,365	66,414	44,144	29,069	2,401,193
Deletion transactions									
Objections	63,307	62,004	87,808	28,450	24,619	7,892	3,602	4,623	282,305
Deaths	36,105	25,599	19,081	8,821	10,060	3,399	1,225	564	104,854
Duplications	1,014	878	1,227	293	249	67	36	56	3,820
Total deletions processed	100,426	88,481	108,116	37,564	34,928	11,358	4,863	5,243	390,979
Total elector transactions	770,461	619,758	781,473	251,096	208,293	77,772	49,007	34,312	2,792,172

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

Briefing sessions were held in a number of States, seeking the input of staff from head and divisional offices. Draft functional specifications have now been finalised and circulated for comment to the project's steering committee and working party, and others as appropriate.

The AEC is working towards a phased implementation of EMIS, commencing in the 2005–06 financial year.

Enrolment fraud awareness

Responding to recommendation 11 of the ANAO report and recommendation 5 of the JSCEM review, the AEC has released the Electoral Fraud Control Plan. The plan covers fraud in elections, enrolment, and funding and disclosure.

Enrolment fraud awareness sessions have been held for divisional office staff across the country. It is intended that all staff responsible for processing enrolment forms will attend a session before the next federal election.

Proposed changes to performance indicators

ANAO recommendations 6 and 8 and JSCEM recommendations 1 and 2 related to the development of AEC performance indicators specific to enrolment. In July 2003, the Electoral Council of Australia agreed to a revised set of indicators.

The AEC reports informally on some of the revised indicators in this report, but will not be able to report on all of them until EMIS is implemented.

Enrolment target groups

The AEC and a number of universities are involved in several joint research projects that aim to identify barriers to enrolment and develop strategies to increase the number of eligible people on the roll. Identified target groups include youth, the homeless and groups in remote areas.

Youth Electoral Study

Work continued on the first stage of the Youth Electoral Study, which was launched in May 2003. This four-year longitudinal study is a joint project of the AEC and a research team from the University of Sydney and the Australian National University, and is partly funded by the Australian Research Council. The work involves interviews with groups of young people in 16 electoral divisions across Australia. Initial sessions were held in 2003 and follow-up interviews were conducted in 2004. This study will provide a range of data about young people's attitudes to enrolment and voting, and help the AEC to better target public awareness and enrolment programs.

In addition, a national survey was developed and distributed nationally to 208 randomly selected cross-systemic schools covering approximately 5,000 Year 11 students. The release of initial findings is expected in 2004–05.

ANALYSIS

While there were no changes to the nature of the functions and services delivered by Output 1.1.1, the AEC moved to increase efficiency further by implementing key recommendations of the ANAO and JSCEM reports for the Electoral Fraud Control Plan, for proposed new performance indicators, and for EMIS.

In 2004–05, the AEC's joint research projects with universities and the long-term Youth Electoral Study will support the AEC's continuing focus on the 18–25-year-old first-time elector.

Output 1.1.2—Electoral roll updates

The CRU program uses data from external sources to confirm elector details, to identify potential and existing electors who are not correctly enrolled, and to ensure that these electors are contacted to update their enrolment. The process of continually matching the electoral roll database against data from other sources tells the AEC which addresses need following up, and assists confidence in data integrity.

The AEC's performance during the year against the indicators and targets set out in the 2003–04 Portfolio Budget Statements is shown in Table 7.

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

Measure		Target	Results
Quality	Vacant addresses eligible for enrolment, after allowance for non-citizen occupants	10% or less	At 30 June 2004, the proportion of vacant addresses was approximately 6.5%.
Quantity	Number of habitations reviewed	2.5 million per year	4.668 million habitations were reviewed once; a further 830,657 habitations were reviewed more than once during the financial year.
	Number of enrolment transactions processed from review activities	1.4 million	More than 1.95 million enrolment transactions were processed as a result of review activities.
Price	Cost per habitation reviewed	Less than \$4.50	The cost of reviewing each habitation was less than \$4.50.

OVERVIEW

CRU Strategic Plan

Recommendation 1 of the ANAO report relates to the development of a CRU strategic plan by the AEC. As CRU activities are jointly funded by the AEC and the State and Territory electoral authorities, the CRU Strategic Plan was developed within the Electoral Council of Australia. Agreement to the plan was reached in March 2003. The objective of the plan is to provide an electoral roll that is accurate (about addresses and electors), complete (in its coverage of eligible persons) and correct (free of administrative error), and has integrity (claimants are qualified and meet residential qualifications for the addresses claimed).

A feature of the CRU Strategic Plan is the establishment of memorandums of understanding (MOUs) between the AEC and all State and Territory electoral authorities. The MOUs outline the enrolment activities to be undertaken throughout the financial year. It has been agreed that the MOUs for the 2004–05 financial year will include reference to negotiation of additional appropriate data sources by the AEC and the other electoral authorities.

The AEC has also prepared a national program for updating the roll and incorporated it in the CRU Strategic Plan for full implementation in 2004–05, subject to funding. The program sets out the minimum frequencies for various enrolment activities.

During 2003–04, 2,401,193 enrolment forms were processed, showing a national increase of 0.3 per cent from 2002–03. This increase is attributable to stimulated enrolment activity as a result of State and local government elections conducted in New South Wales and Queensland, the Tasmanian Legislative Council elections and municipal elections in the Northern Territory.

Of the forms processed, 1.95 million were generated as a result of CRU activity (an increase compared with 1.7 million in 2002–03). This increase arises from increased access to quality external data, along with the AEC's continued commitment to improving the quality of information on the electoral roll through CRU initiatives. CRU-generated forms comprised 1,547,014 from AEC enrolment reminder mail-outs, 141,016 from targeted fieldwork, 51,663 from attendance at citizenship ceremonies by AEC staff, 4,114 from youth enrolment promotion activities, and 208,647 from CRU activities undertaken by State and Territory electoral authorities.

Table 8 lists some additional performance results for electoral roll updates.

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

Measure		Target	Results
Quality	Electors enrolling correctly	80% of 18–25-year-olds are enrolled to vote	79.6% of the eligible 18–25-year-olds are enrolled to vote.
		95% of new citizens are enrolled within three months of becoming a citizen	91.7% of new citizens were enrolled within three months of becoming citizens (based on data matching with the Department of Immigration and Multicultural and Indigenous Affairs citizenship database).

The 91.7 per cent result in Table 8 (new citizens enrolling within three months of acquiring citizenship) is an underestimate because it includes those who acquired citizenship in the final three months of the year. The three-month period for these electors will not end until September 2004.

This is the first time we have undertaken data matching with the Department of Immigration and Multicultural and Indigenous Affairs citizenship database. The matching also showed that over 4,000 new citizens had not enrolled. This is despite an AEC partnership project with the department, under which the citizenship package provided to new citizens includes a partially completed enrolment form that requires only the signature of the applicant and the witness details and signature. The AEC attends citizenship ceremonies in areas where we have a presence and where more than 10 people are acquiring citizenship. We collected 51,663 completed enrolment forms at such ceremonies. This means that new citizens not enrolling are most likely involved in ceremonies that we do not attend. While AEC attendance at very small ceremonies is difficult to resource, given the current level of funding, options for follow-up of those who have not enrolled will be examined.

Data matching

Throughout 2003–04, in cooperation with State and Territory electoral authorities, the AEC continued to seek access to relevant data sources.

Four new, high-quality data sources were added to the CRU program during 2003–04:

- monthly change-of-address data for new rental clients of the Western Australian Department of Housing and Works
- monthly licensing information from the Western Australian Department for Planning and Infrastructure
- monthly change of address data from the Australian Capital Territory Road Transport Authority
- quarterly new client data from the Australian Capital Territory Board of Studies.

The Northern Territory Electoral Commission has advised that access to the Territory's licence data will no longer be provided, because of changes to local legislation that restricts access.

The AEC conducted background data matching using full client files from Centrelink and the State transport authorities of New South Wales, Tasmania, South Australia, Western Australia, Queensland and the Australian Capital Territory; transport data for Victoria and the Northern Territory could not be obtained for this purpose. This activity enabled the AEC to confirm the enrolment status at 2,835,042 addresses. The background data-match is an extremely cost-effective means of reviewing name and address information held on the electoral roll, as it enables the AEC to confirm enrolment details at approximately 42.9 per cent of occupied enrollable addresses without the need for direct contact with the residents.

In late May and early June 2004, following the background data-matching exercise, more than 1.9 million mail review letters were sent to more than 1.5 million addresses that required enrolment follow-up or that had not been reviewed during the past two years as part of CRU activity. By 30 June, approximately 120,000 enrolment applications had been received as a result of the mail-out, in addition to other relevant information including details of electors who no longer resided at their enrolled address, and those temporarily overseas. This CRU activity was considered a success, with almost 761,000 people responding to the mail-out by 30 June 2004.

At 30 June 2004 there were 1,334,930 active enrollable addresses at which there were no electors enrolled. Using AEC and ABS statistics relating to vacant enrollable addresses, this figure can be reduced by almost 895,000 to account for those inhabited only by ineligible people, who in almost all cases are not Australian citizens.

Sample fieldwork audit

In line with recommendation 9 of the ANAO report and recommendation 9 of the JSCEM report, the AEC conducted a fieldwork audit of a sample of the electoral roll in February and March 2004 to measure the effectiveness of the CRU process. The AEC sought advice from the ABS to ensure that the sample was statistically valid, and reviewed data from 227 census collection districts randomly selected from across Australia.

The results of the fieldwork are currently being analysed, and a full report will be available later in 2004. The initial results pertaining to completeness and accuracy of the roll and completeness and accuracy of the address database are discussed under Output 1.1.1. It is intended that similar sample audits will be conducted annually.

Full habitation review

A full habitation review (that is, a doorknock) of the Division of Isaacs, aimed at testing the integrity of the electoral roll in that division, was carried out over the February–April period. Follow-up work was completed in June. A report will be available after the results are analysed.

Revised continuous roll update correspondence

A pilot test of revised CRU correspondence was undertaken late in 2003. Results indicated slight increases in enrolment forms received and total response rates, and a slight reduction in phone inquiries for the divisions that mailed pilot letters. Further testing was carried out in South Australia in three separate mail-out events in late April and May 2004; however, the results will not be available until three months after the mail-out because of the time needed for the compilation and analysis of statistical data.

ANALYSIS

It is apparent from enrolment activity that those States undertaking a more comprehensive range of CRU activities or using a wider range of external data maintain more up-to-date and accurate electoral rolls.

While there were no significant changes in the nature of the functions or services provided by Output 1.1.2 during the reporting period, background data matching of addresses before mail-outs has continued to make the CRU process more cost-effective. Performance has been improved by the addition of four new data sources (see above). Loss of access to Northern Territory's drivers licence data has influenced overall performance in the Territory.

The AEC has achieved a 16.7 per cent increase in CRU-generated enrolments by undertaking a more comprehensive range of CRU activities. The most significant of these activities were the regular scheduled mailings to apparent vacant addresses and the expansion of access to a wider range of quality data sources, including the new sources listed above. Approximately 2 per cent of the increase is due to underreporting of enrolment forms collected in the previous financial year from the joint venture with Queensland Transport.

Output 1.1.3—Roll products and services

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

Table 9 summarises the AEC's performance during the year against the indicators and targets set out in the 2003–04 Portfolio Budget Statements.

Table 9 **Output 1.1.3—Roll products and services: performance results**

Measure	Target	Results
Quality		
Accuracy in products delivered	Greater than 98%	98.8% accuracy of products delivered
Delivery deadlines achieved	Greater than 98%	99.8% of delivery deadlines were achieved; because of late receipt of data from other agencies, delivery deadlines are not always achievable.
Stakeholder and customer satisfaction with electoral products and services	4.0 or higher rating on Customer Service Index (0–5)	No formal sampling was undertaken in 2003–04.
Quantity		
Proportion of ordered products supplied	100%	100% of all electoral roll products requested in line with legislative provisions were provided.

OVERVIEW

During 2003–04, the AEC provided many electoral products to joint roll partners. 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.

The AEC produced certified list information for the 2004 Tasmanian Legislative Council elections, the 2004 Queensland State and local government elections, the 2004 New South Wales local government elections and the 2004 Northern Territory municipal council elections.

Electoral roll products were also provided to:

- members of parliament, senators and political parties, through the Elector Information Access System
- Australian Government agencies and authorities, as specified in Schedule 2 of the Electoral and Referendum Regulations 1940
- medical researchers
- members of the public and government agencies, including the Public Sector Mapping Authority, where data were of a statistical or address nature only.

Appendix E gives more details about information provided during 2003–04.

The AEC 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 order to protect the addresses of newly approved silent electors, some pages of the microfiche were withdrawn from public display.

The AEC expects to introduce an internet roll-checking facility early in July 2004. The facility will enable electors to confirm their enrolment details on the internet.

The AEC continued to ensure that appropriate access to electoral roll data was provided, where authorised by the relevant provisions of the *Commonwealth Electoral Act 1918*.

ANALYSIS

The volume of products and services provided by the AEC during 2003–04 was similar to that in previous years. No new factors, events or trends influenced the performance of Output 1.1.3, which achieved all its key performance indicators.

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Output 1.1.4—Support services for electoral redistributions

To ensure that federal electoral divisions remain equally representative (within quite narrow tolerances, save in the special cases of Tasmania and the Northern Territory), their boundaries are periodically redistributed (that is, redrawn) in accordance with Part IV of the *Commonwealth Electoral Act 1918*. The times at which redistributions must commence are fixed by section 59 of the Act.

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

Table 10 summarises the AEC's performance against the indicators and the performance targets set out in the 2003–04 Portfolio Budget Statements.

Table 10 **Output 1.1.4—Support services for electoral redistributions: performance results**

Measure		Target	Results
Quality	Redistribution committees' view of services provided	High level of satisfaction	A high level of satisfaction was achieved.
	Services to redistribution committees	Comply with legislative time frames	Support services to redistribution committees were provided in accordance with time frames.
Quantity	Support all redistribution committees	One committee	Support services were provided to two redistribution committees.

OVERVIEW

Redistributions that began in Queensland and South Australia during 2002–03 were completed during 2003–04 in accordance with the procedures and timetable set out in Part IV of the *Commonwealth Electoral Act 1918*. The redistributions were necessary under paragraph 59(2)(a) of the Act, which requires that a State be redistributed after any determination that results in a change to the number of members of the House of Representatives to be chosen in the State at a federal election.

The redistributions in Queensland and South Australia were triggered by an alteration of entitlements arising from the determination of the population of the States and Territories by the Electoral Commissioner in February 2003. As a result, Queensland had its representation increased from 27 to 28 members, while South Australia's decreased from 12 to 11 members.

As part of the same determination, the Northern Territory reverted from two members to one member. In April 2004, the *Commonwealth Electoral Amendment (Representation in the House of Representatives) Act 2004* set aside the February 2003 determination in so far as it related to the Northern Territory, and restored to the Territory its two former electoral divisions, Lingiari and Solomon.

As a result of the redistribution of federal electoral boundaries, 492,990 notification letters were sent to affected electors in Victoria, Queensland and South Australia.

ANALYSIS

The determination and redistributions outlined above reflect a population trend over the two decades since the 1984 increase in the size of the House of Representatives that has seen New South Wales, Victoria and South Australia lose seats while Queensland and Western Australia have gained seats. Tasmania's representation has been governed by the Constitution's guarantee of a minimum of five seats for each original State.

The Australian Capital Territory and the Northern Territory continue to follow a more recent trend, with their respective populations in decline relative to the populations of the States.

The passage of the *Commonwealth Electoral Amendment (Representation in the House of Representatives) Act 2004*, amending sections 46 to 48 of the *Commonwealth Electoral Act 1918*, provides greater certainty as to the statistics to be used for future population and entitlement determinations. See page 24 for further information.

Annual Report

Report on Performance



2003-04

Outcome 2 – ELECTIONS, BALLOTS AND REFERENDUMS

REPORT ON PERFORMANCE—OUTCOME 2

Figure 6 Outcome 2: performance indicators and outputs

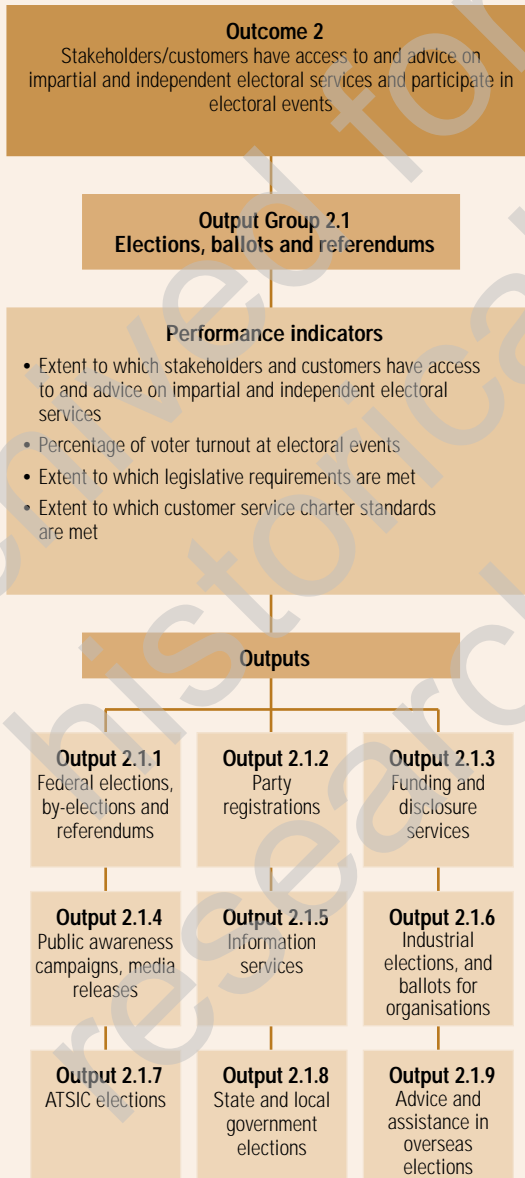


Table 11 Outcome 2: Elections, ballots and referendums—summary of resources

	Budget 2003–04 \$'000	Actual expenses 2003–04 \$'000	Budget 2004–05 \$'000
Administered appropriations			
<i>Commonwealth Electoral Act 1918</i>			
Election Public Funding	–	–	44,486
Total administered appropriations	–	–	44,486
Departmental appropriations			
Output Group 2.1—Elections, ballots and referendums			
Output 2.1.1—Federal elections, by-elections and referendums	22,430	18,673	91,933
Output 2.1.2—Party registrations	509	601	581
Output 2.1.3—Funding and disclosure services	824	858	2,794
Output 2.1.4—Public awareness campaigns, media releases	160	928	6,518
Output 2.1.5—Information services	6,222	1,812	8,717
Output 2.1.6—Industrial elections and ballots for organisations	7,403	5,007	5,458
Output 2.1.7—ATSIC Elections	271	12	0
Output 2.1.8—State and local government elections	–	711	999
Output 2.1.9—Advice and assistance in overseas elections	862	558	803
Total Output Group 2.1	38,681	29,160	117,803
Total revenue from government (appropriations) contributing to price of departmental outputs	38,681	29,160	162,289
Revenue from other sources			
Output Group 2.1—Elections, ballots and referendums			
Output 2.1.1—Federal elections, by-elections and Referendums		195	
Output 2.1.2—Party registrations		4	
Output 2.1.3—Funding and disclosure services		6	
Output 2.1.5—Information services		12	
Output 2.1.6—Industrial elections and ballots for organisations	420	294	752
Output 2.1.7—ATSIC Elections	834	447	–
Output 2.1.8—State and local government elections	70	191	175
Output 2.1.9—Advice and assistance in overseas elections	–	3,031	–
Total revenue from other sources	1,324	4,180	927
Total price of departmental outputs			
(Total revenue from government and from other sources)	40,005	33,340	118,730
Total estimated resourcing for Outcome 2			
(Total price of outputs and administered appropriations)	40,005	33,340	163,216
	2003–04	2003–04	2004–05
Average staffing level (number)	329	334	440

Note: A full review of methodologies for the attribution of corporate resources across outcomes and outputs was completed at year end. Due to the three-year election cycle, prediction of budget is complicated and has different attribution drivers for each year within the cycle. Using the new methodologies, which are now automated, future predictions of budgets will more closely align with actual results. The revised and refined methodologies make comparison with previous years invalid.

REVIEW OF PERFORMANCE

This section details performance results for 2003–04 by Output Group 2.1—Elections, ballots and referendums. The output group contributes to Outcome 2 through nine outputs:

- federal elections, by-elections and referendums
- party registrations
- funding and disclosure services
- public awareness campaigns and media releases
- information services
- industrial elections, and ballots for organisations
- Aboriginal and Torres Strait Islander Commission (ATSIC) elections
- State and local government elections
- advice and assistance in overseas elections.

Table 12 summarises the AEC's overall performance in relation to the indicators and targets for Outcome 2 in the 2003–04 Portfolio Budget Statements.

Table 12 **Outcome 2: Elections, ballots and referendums—overall performance results**

Measure	Target	Results
Extent to which stakeholders and customers have access to and advice on impartial and independent electoral services	100%	All requests from stakeholders and customers for access to and advice on impartial and independent electoral services were responded to as soon as possible.
Percentage of voter turnout at electoral events	96%	No federal elections, referendums or by-elections were held during the reporting period.
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.

A number of desirable improvements to electronic management and processing systems, forms and supporting manuals were identified in the review of the 2001 federal election. These enhancements were developed, tested and implemented during 2003–04. The AEC has identified a need to replace its certified list scanning system, and finalised a contract for the provision of services to capture data from marked certified lists.

The AEC held a trial of its federal election systems during October and November 2003. This practice event involved 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. Planning and preparations have begun for another trial election during July and August 2004 to reinforce operational training delivered since January 2004.

Contracts were finalised for the provision of automated postal vote issuing services, cardboard polling equipment, declaration vote certificate envelopes, ballot papers and all other items necessary to conduct the next federal election. Preparations in relation to other key activities to support the election, such as development of public awareness campaigns, are also well advanced.

During 2003–04, the AEC conducted many ballots for industrial organisations and assisted four State/Territory governments in the conduct of their elections. The AEC also conducted a number of elections for ATSIC, including 14 casual vacancy recounts, two by-elections and eight officeholder elections for ATSIC Regional Councils, and two ward elections and an officeholder election for the Torres Strait Regional Authority.

A number of AEC staff provided advice and support for overseas electoral activity, particularly in Indonesia, Papua New Guinea, East Timor, Solomon Islands and Afghanistan.

The activities of Output Group 2 are covered in more detail in the reports on the individual outputs.

ANALYSIS

All outputs in Output Group 2 met their key performance indicators in 2003–04.

The development, testing and implementation of the AEC's electronic management and processing systems and the familiarisation of staff with their use were made high priorities during the year.

The participation of staff in practice federal elections, the finalisation of contracts for election equipment and services, and the further development of the AEC's information processing systems have ensured that the AEC will be able to manage the forthcoming federal election very efficiently.

AEC staff continued their assistance to the electoral authorities in the States and Territories and overseas.

VARIATIONS TO PERFORMANCE TARGETS

There were no changes in performance targets for Outcome 2 and its supporting outputs from those contained in the 2003–04 Portfolio Budget Statements.

PURCHASER–PROVIDER ARRANGEMENTS

The *Aboriginal and Torres Strait Islander Commission Act 1989* requires the AEC to conduct elections for ATSIC. The AEC fulfils this requirement through Output 2.1.7. The purchaser–provider relationship between ATSIC and the AEC works well, and performance achievements related to it are reported under Output 2.1.7.

EXTERNAL SCRUTINY OF ELECTORAL MATTERS

Parliamentary scrutiny

The Joint Standing Committee on Electoral Matters (JSCEM) is currently conducting an inquiry into the disclosure of donations to political parties and candidates.

On 4 March 2004, the Senate resolved that the following matters be referred to the JSCEM for inquiry and report by the last sitting day in June 2004:

- the matter relating to electoral funding and disclosure, which was adopted by the committee on 15 August 2000, and any amendments to the *Commonwealth Electoral Act 1918* necessary to improve disclosure of donations to political parties and candidates, and the true source of those donations
- any submissions and evidence received by the committee in relation to that inquiry of 15 August 2000.

The AEC has made one submission to the inquiry (submission 11), and appeared at a public hearing as part of the inquiry on 11 May 2004.

At the time of writing, the JSCEM was seeking the leave of the Senate to extend the reporting date to August 2004.

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* (the AAT Act), the *Ombudsman Act 1976* and the *Administrative Decisions (Judicial Review) Act 1977* (the ADJR Act). Further, complaints about breaches of privacy rights may be lodged with the Federal Privacy Commissioner under the *Privacy Act 1988*.

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

No complaints in relation to election matters were lodged with the Federal Privacy Commissioner.

During the 2003–04 financial year, no complaints were lodged with the Commonwealth Ombudsman in relation to the AEC's administration of elections.

Other

A complaint was lodged by a disabled elector with the Human Rights and Equal Opportunity Commission regarding access to a polling place. The AEC invited the complainant to accompany the relevant divisional returning officer to visit possible alternative polling places and agreed to conduct polling in suitable alternative premises, subject to availability.

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.

At the time of publication of the 2002–03 annual report, two matters were outstanding. One matter concerned the constitutional validity of compulsory voting and in February 2003 came before a full court of the High Court, where the applicant (Mr Joseph Bryant) applied to further amend his statement of claim. The High Court granted the application and remitted the matter back to a single Justice for directions, on condition that Mr Bryant pay the AEC's costs related to the February 2003 hearing. The AEC has not received its costs and the matter has not been listed for directions.

The other matter related to an application for special leave to appeal to the High Court against a Federal Court judgment dismissing an injunction application lodged at the 2001 federal election. On 3 October 2003, the High Court upheld the AEC's application to have the application for special leave to appeal struck out.

Also resolved since the last annual report were the two applications lodged by Mr Ned Kelly appealing the dismissal of his election petition challenging the New South Wales half-Senate election in 2001. Mr Kelly's petition was dismissed by Justice Madgwick in the Federal Court on 11 September 2002. Mr Kelly then applied for an order nisi setting aside the judgment of Justice Madgwick. Justice Gummow dismissed this application on 25 June 2003. Mr Kelly then applied for leave to appeal the judgment of Justice Gummow, and for an extension of time to issue further constitutional writs. On 4 May 2004, Chief Justice Gleeson and Justices Kirby and Heydon dismissed Mr Kelly's application and awarded costs to the AEC.

ATSIC elections

The AEC filed an election petition in the Federal Court challenging the casual vacancy election of a regional councillor for the Tumbukka Regional Council in Victoria, on the ground that an administrative error had affected the result. On 11 June 2004, Justice Ryan upheld the AEC's petition and ordered that the election be held again.

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.

SERVICE STANDARDS

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

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Output 2.1.1—Federal elections, by-elections and referendums

The AEC conducts parliamentary elections in accordance with the requirements of the *Commonwealth Electoral Act 1918*. Output 2.1.1 covers the planning, management, evaluation and reporting of the conduct of federal elections, referendums and by-elections.

The AEC's performance against the indicators and targets in the 2003–04 Portfolio Budget Statements is shown in Table 13.

Table 13 **Output 2.1.1—Federal elections, by-elections and referendums: performance results**

Measure	Target	Results
Quality		
Operational systems, equipment and procedures for the electoral event	100% in place, on time	Updates and enhancements to operational systems, equipment and procedures were progressed according to the timetable, to ensure that they will be completed and in place prior to the next electoral event.
Legislative requirements	100% to be met	All legislative requirements were met for the electoral events held during the year.
Logistical capacity to conduct by-elections	100%	No by-elections were held during the reporting period.
Electoral litigation cases with costs ordered against the AEC	Between nil and 5%	There were no electoral litigation cases where costs were awarded against the AEC.
Complaints of electoral offences against the <i>Commonwealth Electoral Act 1918</i>	100% dealt with appropriately	All complaints were dealt with appropriately.
Quantity		
Level of preparedness to conduct elections	Ability to conduct one federal election and necessary by-elections	Systems, equipment and procedures were in place for the conduct of electoral events during the year.

OVERVIEW

During 2003–04, 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. Tender processes for the provision of automated postal voting services, printing of ballot papers, data capture from marked certified lists and declaration vote certificate envelopes were completed. The quantities of cardboard polling equipment and declaration envelopes required for the next federal election were manufactured in 2004.

A major preparatory activity undertaken during the reporting period was a trial of our federal election systems held in October and November 2003. All operational staff across Australia followed a program that required them to undertake most of the computer-based activities involved in conducting a federal election. This practice event enabled staff to review their knowledge of election systems and procedures and to successfully test the integration of enhancements to the AEC's computerised election management system (ELMS). The trial also provided a successful load test for ELMS by simulating the volume of data and number of users that could be expected in a federal election.

Preparations also began for another trial federal election in July and August 2004, which will reinforce operational training delivered since January 2004. In this trial, the AEC will provide electronic data to interested media organisations so that they can test their systems for use on election night at the national tally room. The trial will also include a 'fail-over' test, in which the main computer will be disabled so that business continuity programs can be tested.

The election processing subsystems of the AEC's roll management system were upgraded in 2003–04. The main subsystems affected were those for automated issuing of postal votes and for declaration vote scrutiny. A system training environment was also significantly enhanced by the addition of new software modules.

Since 1987, the AEC has used its certified list scanning system to machine-read the certified lists marked during an election. This enables rapid identification of apparent cases of non-voting and multiple marks, and independently verifies the record of the number of ballot papers issued for the election. The scanning machines owned and operated by the AEC needed replacement, and the AEC chose to outsource the certified list scanning function. A contract was finalised in 2003–04 for the provision of these services. The new system uses state-of-the-art technology to deliver better results at a lower cost to the AEC.

The *Election procedures manual (head offices)*, a companion procedures manual to the *Election procedures manual (divisional offices)* first published in 1987, was finalised and published both in print and on the intranet. Publishing the manual electronically will ensure accuracy, enable instant updates and assist in version control.

ANALYSIS

The term of the House of Representatives expires three years after its first meeting, but it can be dissolved earlier under section 28 of the Constitution. A full term is therefore held to be three years, but 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.

From 1993 to 2003, four general elections were held (March 1993, March 1996, October 1998 and November 2001). This suggests a recent trend for the House of Representatives to go closer to its full term. The next general election will be held in late 2004 or early 2005, further confirming this trend.

While there were no significant changes in the nature of functions or services of Output 2.1.1 during the reporting period, the upgrading of electoral processing systems and the AEC's trial federal election exercise have left Output 2.1.1 ready for the next electoral event.

The involvement of central office and head office staff in the capture of data from marked certified lists for the New South Wales local government elections, legislative council elections in Tasmania, and municipal elections in the Northern Territory provided an opportunity to field-test new systems and procedures for data capture.

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 elections
- identify parties eligible to receive public funding
- identify parties required to submit annual returns of income, expenditure and debts.

In support of Output 2.1.2, the AEC carries out various activities in order to maintain and review the register. These include:

- processing applications for the registration of political parties
- processing changes to details contained in the register
- making the register publicly available for inspection.

Table 14 **Output 2.1.2—Party registrations: performance results**

Measure		Target	Results
Quality	Compliance with legislative requirements	100%	All applications were processed in accordance with the provisions of the <i>Commonwealth Electoral Act 1918</i> .
	Accuracy and currency of the Register of Political Parties	100% at all times	A review of the ongoing eligibility for registration of 19 parties on the register was carried out.
	Registration of new parties and amendments to the register	100% within specified time frames	All applications to register and amendments to the register were processed within stated time frames. Processing of one application from 2002–03 was completed in 2003–04 but not within specified time frames.
Quantity	Ability to process all applications and changes to the Register of Political Parties during the year	Estimated 10 applications and 80 changes during year	Seven applications for registration were received in 2003–04. Four parties were registered in 2003–04; however, this includes one party that applied in 2002–03. Processing of four applications for registration was incomplete at the end of the period. Three parties were deregistered. Fifty-five changes to the register were processed, including six changes of address, three changes of abbreviation, 15 changes to registered officers, 11 appointments and three revocations of appointment of deputy registered officers, 13 appointments of party agents and four changes to party secretaries.
Price	Cost of applications or changes to the register	Less than \$11,300 per application	The average cost per new application and change of name/abbreviation was \$10,222. The average cost per other change to the register was \$155.

OVERVIEW

One of the major influences affecting the number of political parties registered is the likelihood of an election. In 2003–04, the number of applications received increased during the year, reflecting the increase, as the year drew on, in speculation about possible election dates.

Four parties were registered and seven applications were received during the reporting period. Processing of four applications received later in the period was not finalised during 2003–04.

The AEC continued to review the eligibility of parties to remain registered, pending the outcome of legal action challenging the AEC's powers to undertake these reviews. The High Court handed down its decision in this legal action on 20 May 2004, in favour of the AEC. This will allow the AEC to finalise the review of the Register of Political Parties in accordance with the provisions of the *Commonwealth Electoral Act 1918*.

In accordance with requests from the relevant parties, the AEC also processed a number of changes to the details contained in the register, as shown in Table 14.

The AEC has no role in overseeing or arbitrating internal party matters. However, the AEC does need to know who has authority to act on behalf of a party for the purposes of the *Commonwealth Electoral Act 1918*. This is usually the party secretary. During the reporting period, the AEC received a range of correspondence and complaints about internal party matters. In these cases, the AEC's action was limited to attempting to obtain correct party official details from the parties, and advising parties and their members that they would need to resolve any internal disputes. These matters have had a considerable impact on the workload of the AEC.

ANALYSIS

The AEC received seven applications for party registration in 2003–04, five more than in 2002–03. Such an increase is predictable, as speculation concerning a possible election date increased during the reporting period.

There were no significant changes in the nature of functions or services provided by Output 2.1.2, but the ongoing legal challenge to the AEC's powers to review the eligibility of parties to remain registered continued to affect the AEC's ability to carry out that task. Now that this matter has been decided by the High Court, the AEC expects to be able to finalise review activity in time for the next federal election. This will ensure that only eligible parties are registered for the election.

Output 2.1.3—Funding and disclosure services

The disclosure provisions of the *Commonwealth Electoral Act 1918* are intended to improve 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 about the levels of some types of expenditure by those involved in the electoral process. These provisions, along with the *Commonwealth Electoral Act 1918* provisions for public funding for eligible candidates and parties, 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 made by political parties and associated entities. After each election or by-election, the AEC calculates and pays public funding entitlements to candidates and parties according to the provisions of the *Commonwealth Electoral Act 1918*.

Table 15 shows the AEC's performance during the year against the indicators and targets set out in the 2003–04 Portfolio Budget Statements and Portfolio Additional Estimates Statements.

Table 15 **Output 2.1.3—Funding and disclosure services: performance results**

Measure	Target	Results
Quality		
Compliance with legislative requirements	100%	No instances of failure to comply with disclosure requirements were prosecuted in 2003–04.
Public funding payments comply with statutory requirements and time frames	100%	No payments of public funding were required to be made.
Availability of annual returns and candidate returns for public inspection	100% on prescribed dates	All annual financial disclosure returns received in time were made available for public inspection on the prescribed dates.
Legislative time frames for publication of returns	100% to be met	All returns were published on time.
Quantity		
Processing of annual returns	180 expected	184 annual returns were processed, comprising 75 party returns, 29 amendments to party returns, 71 associated entity returns and nine amendments to associated entity returns.
Processing of donor returns	1,000 expected	1,190 donor returns and 29 amendments to donor returns were processed.
Ability to conduct compliance reviews in accordance with requirements	100 expected	102 compliance reviews were conducted.

OVERVIEW

The *Commonwealth Electoral Act 1918* requires registered political parties, associated entities and donors to political parties to lodge annual financial disclosure returns with the AEC. The AEC's program of compliance reviews seeks to assess the extent of compliance with the disclosure provisions.

The AEC continued this program on the basis of risk assessments during 2003–04, using procedures grounded in accounting best practice. This approach enables the AEC to most

efficiently and effectively use its resources to achieve the goals of the compliance review program which revolve around ensuring public confidence that disclosure obligations are being met. In 2003–04, the AEC undertook 102 compliance reviews.

In the reporting period, a number of issues were raised with the AEC concerning potential non-compliance or incomplete compliance with disclosure obligations. The AEC's workload in looking into these matters is considerable, as they involve interpretation and application of complex legislative provisions as well as obtaining and analysing pertinent information. It is also important that the AEC carry out such tasks with due regard to confidentiality, both in fairness to those involved who may be found to be blameless and because unnecessary publicity may prejudice further investigation. However, the AEC has received criticism of its handling of these matters. The AEC has a policy of considering matters that are raised with it, either directly or through public forums such as the media, and looking into those matters where it is within its power to do so. The AEC treats potential non-compliance matters seriously, and deals with them in an appropriately consistent, considered and equitable manner. However, the AEC has taken note of the criticism and is looking at ways to ensure that it can demonstrate its effective balancing of confidentiality and accountability, keeping in mind the restrictions placed on it by the *Commonwealth Electoral Act 1918*.

The availability of disclosure returns on the AEC's website continued to be popular. Web access makes it easier for interested people to examine the returns. The number of inquiries about information in the returns continues to demonstrate high public interest in this information and has a direct impact on the workload of the AEC. As a result of client feedback, improvements to this part of the website are planned.

One of the AEC's roles is to administer the public funding provisions of the *Commonwealth Electoral Act 1918*. However, no federal election or by-election was conducted in the reporting period, so no public funding was paid.

On 4 March 2004, the Senate resolved to refer a matter to the JSCEM for inquiry and report by the last sitting day in June 2004. The committee subsequently began its 'Inquiry into disclosure of donations to political parties and candidates'. The AEC made a submission to the inquiry on matters of concern and appeared before the committee on 11 May 2004 to give oral evidence.

ANALYSIS

During the reporting period, there was an increase in the number of issues raised with the AEC concerning potential non-compliance or incomplete compliance with disclosure obligations under the *Commonwealth Electoral Act 1918*.

While there were no apparently significant changes in the nature of functions or services provided by Output 2.1.3, the impact of changes from the previous reporting period is still being assessed. The increase in the number of compliance matters being raised with the AEC, as well as in their complexity, has had a major impact on workload.

Output 2.1.4—Public awareness campaigns, media releases

The AEC conducts public awareness campaigns to promote public knowledge of and participation in the electoral process, as required by the *Commonwealth Electoral Act 1918*.

Table 16 summarises the AEC's performance against the indicators and targets in the 2003–04 Portfolio Budget Statements and Portfolio Additional Estimates Statements.

Table 16 **Output 2.1.4—Public awareness campaigns, media releases: performance results**

Measure		Target	Results
Quality	Voter turnout	96%	These are indicators that are measured during federal elections through independent market research. No major electoral events were held in this period.
	Formal votes	96%	
	Awareness and understanding by the public of AEC electoral campaigns	80%	This is an indicator that is principally measured during federal elections through independent market research. It is estimated that at least 80% of electors targeted were aware of the AEC's public awareness activities; the key messages were constructed and communicated to be understandable by all targeted electors.
	Accuracy of information provided	95%	All printed publications and media releases were accurate, with no feedback received about inaccuracies or incompleteness.
Quantity	AEC-initiated stories obtain media coverage	75% of stories	It is estimated that at least 75% of the key messages in the public awareness campaigns received media coverage.
	Voter coverage of advertising campaigns	100%	This is an indicator that is measured during federal elections through independent market research. In 2003–04, the public awareness campaigns and activities conducted were considered to be effective.

OVERVIEW

During the reporting period, public awareness activities included a major youth campaign (Rock Enrol), citizenship promotions and a communication strategy to support an extensive enrolment mail-out to more than 1.9 million Australians, asking them to check whether their enrolment status was correct and up to date.

The AEC undertook a number of targeted public awareness activities during 2003–04. The main aim was to increase knowledge of the importance of enrolment, and to encourage eligible electors to enrol for the first time or keep their enrolment details up to date.

A promotion in conjunction with the Department of Immigration and Multicultural and Indigenous Affairs encouraged new citizens to exercise their right to enrol and vote. Focusing on Citizenship Day 2003, electoral officials attended citizenship ceremonies around Australia. Regional newspapers, in particular, gave the activity good coverage.

The AEC marked the key stages of redistributions in Queensland, South Australia and the Northern Territory with a series of awareness activities and media releases. Coverage was extensive, and included radio interviews with AEC officers and stories in metropolitan and regional newspapers.

Rock Enrol, a major national youth enrolment campaign, was conducted in early 2004 as a joint initiative with the national youth radio network, Triple J. The campaign gained effective metropolitan television, radio and newspaper coverage, along with extensive regional coverage on radio and in newspapers, and was very successful in encouraging eligible young people to enrol for the first time.

In May–June 2004, an integrated public awareness campaign supported a major mail-out of electoral roll review letters. The AEC advertised in major metropolitan and selected regional newspapers throughout Australia, and in press read by key non-English speaking language groups. A public relations campaign at national, State and Territory and divisional levels supported this initiative and disseminated the key messages to the media. The AEC website was also integral to the campaign as a source of general information and downloadable enrolment forms for persons needing to enrol for the first time or update their details.

This enrolment review campaign achieved wide media coverage, with particular success on radio in some States and regional areas.

The AEC distributed 14 national media releases to national, metropolitan, regional, local and specialist media during 2003–04. A number of media releases specific to particular States or Territories were issued under the authority of individual AEC Australian Electoral Officers.

Internal evaluation of the effectiveness of the AEC's public awareness campaigns and other activities demonstrated that they successfully met their overall aims. External evaluation through independent market research is conducted for election public awareness campaigns.

Over the course of the year extensive preparations for the next election public awareness campaign were undertaken. Advertising content was reviewed and creative material adjusted in line with some feedback received, including that from the JSCEM's *Report of the inquiry into the conduct of the 2001 federal election, and matters related thereto*. A new election public relations consultant, Haystac Public Affairs was contracted to assist at the next federal election. Election public relations strategies were reviewed and updated, and materials developed, in readiness for the next election.

ANALYSIS

While there were no significant changes in the nature of functions or services for Output 2.1.4 during the reporting period, an internal reorganisation of the Public Awareness, Media and Research Branch in central office was undertaken to align the staffing structure more closely with delivery of this output.

The staffing level for this output was lower than at the last federal election, and similar to that of 2002–03. There were no additional significant factors, events or trends influencing performance during the reporting period.

Output 2.1.5—Information services

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

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

Table 17 shows the AEC's performance during the year against the indicators and targets set out in the 2003–04 Portfolio Budget Statements.

Table 17 **Output 2.1.5—Information services: performance results**

Measure	Target	Results
Quality		
Proportion of information provided that is accurate	95%	Published information was accurate.
Customer inquiries fully resolved within 24 hours	95%	Most customer inquiries are handled locally at one of the AEC's 130 office locations in a prompt and courteous manner within this time frame.
Proportion of publicly accessible information, including the website, that is up to date, user-friendly and accessible	95%	Information on the website was up to date, generally user-friendly, and accessible. A review of the AEC website will be undertaken after the next federal election.
Quantity		
Accessibility of AEC information publications through the AEC website	100%	All printed publications produced in 2003–04 were accessible through the AEC website.
Price		
Information standard products are available free of charge to AEC customers	100%	All information standard products were available free of charge.
Supply of specialist publications	At cost-recovery prices	Specialist publications, including some detailed maps, were supplied at cost-recovery prices only.

OVERVIEW

The AEC continued to provide electoral information in various formats during 2003–04, with the AEC website being an important medium. The website operated efficiently during the year, handling approximately 37 million hits and four million page views.

The customer inquiry email service (info@aec.gov.au) was well utilised. The service received approximately 5,433 requests for information, including more than 1,375 inquiries from overseas.

The AEC also drafted responses to relevant correspondence related to the electoral system received by the Special Minister of State from individuals and organisations. In 2003–04, 45 pieces of ministerial correspondence were received and actioned.

A comprehensive publishing strategy supplied information to AEC clients in a variety of easily accessible formats.

Publications and information products developed include:

- post-redistribution divisional profiles, and digital A4 electoral boundaries maps for Victoria, Queensland and South Australia

- *Electoral Newsfile No. 111, 2003 Redistribution of federal electoral boundaries proposal for Queensland*
- *Electoral Newsfile No. 112, 2003 Redistribution of federal electoral boundaries—final boundaries for Queensland*
- *Electoral Newsfile No. 113, 2003 Redistribution of federal electoral boundaries—final boundaries for South Australia*
- *Electoral Newsfile No. 114, 2004 Seat status including notional seat status for Victoria, Queensland and South Australia*
- *Commonwealth electoral procedures*
- *Australian Electoral Commission 2002–03 Annual Report.*

To help build a consistent AEC corporate image through all visual media, a style guide was developed and launched on the AEC's intranet. The guide includes information about the use of the AEC logo, copyright, and correct terminology.

As part of preparations for the next federal election the AEC contracted its call centre services for the next election to Centrelink. An exhaustive effort was undertaken to prepare the information resources and organisational arrangements required to operate a seamless national inquiry service at the next federal election.

A review and enhancement of the Virtual Tallyroom were undertaken. The enhanced Virtual Tallyroom will provide a greatly increased range of online election results and information on the AEC website at the next election.

ANALYSIS

No trends affecting Output 2.1.5 were observed during 2003–04. There were no significant changes in the nature of functions or services provided.

The AEC continued to expand its information service through the AEC website.

Output 2.1.6—Industrial elections and ballots for organisations

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

Table 18 shows the AEC's performance against the indicators and performance targets in the 2003–04 Portfolio Budget Statements.

Table 18 **Output 2.1.6—Industrial elections and ballots for organisations: performance results**

Measure	Target	Results
Quality Compliance with legislative and other requirements	100%	<p>Target achieved. All elections were conducted in accordance with legislation and rules of the organisations concerned.</p> <p>No election inquiries concerning breach of legislative requirements by the AEC were lodged.</p> <p>Model rules for the conduct of industrial elections were drafted pursuant to section 147 of Schedule 1B of the <i>Workplace Relations Act 1996</i>.</p> <p>Policies and procedures were reviewed to incorporate legislative changes—in particular, declaration voting, production of post-election reports and conduct of elections for positions other than offices.</p> <p>AEC systems and correspondence were reviewed to ensure compliance with legislation.</p>
Court challenged elections upheld through AEC procedural faults	Less than 1%	<p>During the reporting period, 388 industrial elections were conducted and four elections were court challenged. No challenges were upheld as a result of procedural faults.</p>
Satisfaction of stakeholders	98%	<p>Positive comment about AEC industrial ballots was received.</p> <p>Six formal or significant complaints were received alleging irregularities. The complaints were made by disgruntled candidates and related to alleged irregularities by either the returning officer, a candidate or the organisation concerned.</p> <p>The allegations were investigated by the returning officer and, in some cases, were found not to be irregularities.</p> <p>In other cases, such as the Australian Education Union, Queensland, and the Australian Licensed Aircraft Engineers Association elections, the AEC formed a view that irregularities may have occurred. It referred the matter to the Federal Court, as is required under the legislation.</p> <p>Each complaint was investigated and responded to in a timely and appropriate manner.</p> <p>The customer service charter standards were met.</p>
Quantity Capability to conduct all elections	100%	<p>All elections were completed in accordance with election timetables specified.</p>
Price Commercial elections	Full cost recovery	<p>All quotations for elections and ballots conducted were fully costed and all costs expended during the year were recovered.</p>

OVERVIEW

The AEC has traditionally reported on the number of elections conducted as its key indicator, but in 2002–03 indicated that it would review its key indicators in order to provide additional data on which to analyse its performance for this output. Because most industrial

elections involve multiple positions, it was considered that information such as the number of candidates nominating for these offices would also be meaningful key indicators.

During the reporting period, the AEC conducted 388 elections for registered industrial organisations. This decrease from 597 in 2002–03 can be attributed to the cyclical nature of industrial elections and the gradual decline (with some fluctuation) in numbers of industrial elections and ballots over the past 10 years as a result of the amalgamation of many industrial organisations. The number of candidates nominating in elections has also declined, from 5,835 in 2000–01 and 8,395 in 2002–03 to 4,732 in 2003–04. In this respect, 2003–04 was similar to 2001–02, when 4,236 candidates nominated in 426 elections, perhaps reflecting restructuring as a result of amalgamations.

During 2003–04, the AEC also conducted 70 fee-for-service ballots, all with full cost recovery. For these ballots, 82,403 ballot papers were issued, and 52,530 or 63.74 per cent were returned. This is a slight decrease from the 65.29 per cent returned during the previous year.

Work was completed on a series of enhancements on Eventmanager—a nationally integrated system for the management of all industrial elections—including improved record keeping and reporting. These enhancements were undertaken primarily to incorporate legislative changes into the various letters and reports produced in Eventmanager and to capture a wider range of statistical information that will enable the AEC to plan and analyse performance and analyse trends into the future.

Following amendments to the *Workplace Relations Act 1996* in May 2003, a comprehensive review of AEC policies and procedures was undertaken to incorporate new procedures arising from the new legislation. The review was completed in the second half of 2003.

Several allegations that union resources had been used to advantage a candidate or group of candidates were investigated during the year. The AEC filed two applications for election inquiries, in relation to elections conducted in the Australian Education Union and the Australian Licensed Aircraft Engineers Association. These applications were the first made by the AEC under the new provisions, and were before the court at the end of the financial year. Three other inquiries, applied for by applicants other than the AEC, were resolved by the courts.

The AEC is also well advanced in the development of election profiles for major organisations such as ‘super unions’. It is expected that this initiative will ensure a high level of national consistency in the application of rules and AEC policy.

ANALYSIS

As a result of changes made to the *Workplace Relations Act 1996* in May 2003, registered industrial organisations can now have elections for positions other than offices conducted by the AEC. Also, the AEC must now provide a post-election report for industrial elections. Since the introduction of this new provision, the AEC has produced and distributed 262 post-election reports to key stakeholders.

The new legislation prohibits an organisation from using its property or resources to advantage a candidate against another candidate, and introduces powers for the AEC to initiate election inquiries in the Federal Court should irregularities occur. The introduction of declaration voting in all industrial elections conducted by the AEC has required the negotiation of a national contract for the production and supply of the envelopes.

The amendments significantly change the functions and operations of Output 2.1.6, and have affected performance by increasing the level of work. Elections for non-offices could potentially have a large impact, but this has not yet occurred. Further information about non-offices can be found in section 9 of schedule 1b of the *Workplace Relations Act 1996*.

Output 2.1.7—ATSIC elections

The AEC is responsible for the conduct of 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 the TSRA Election Rules. The AEC also conducts elections for commissioners, zone representatives and ATSIC and Regional Council officeholders.

Table 19 shows the AEC's performance during the year against the indicators and targets set out in the 2003–04 Portfolio Budget Statements.

Table 19 **Output 2.1.7—ATSIC elections: performance results**

Measure	Target	Results
Quality		
Compliance with legislative and other requirements	100%	All legislative requirements were met in the provision of ATSIC electoral services.
ATSIC electoral litigation cases in which costs are ordered against the AEC	Between nil and 5%	Costs were not awarded against the AEC in any of the cases taken to the Court of Disputed Returns.
Satisfaction of stakeholders	98%	ATSIC reported full satisfaction with the provision of ATSIC electoral services.
Ability to conduct all ATSIC regional, zone and officeholder elections	100%	The AEC was able to conduct all ATSIC elections within budgeted capacity.
Logistical capacity to conduct elections for ATSIC casual vacancies as they occur	100%	The AEC was able to conduct elections for all ATSIC casual vacancies as they occurred.

OVERVIEW

The most recent round of Regional Council elections was for the Tasmanian Regional Council in November 2002.

The terms of the two TSRA councillors were extended for one year from 2003 and the postponed elections were conducted in 2004.

In addition to conducting Regional Council elections, the AEC also conducts recounts in the event of casual vacancies occurring on councils. A casual vacancy occurs when a Regional Councillor is appointed as a Regional Commissioner, creating a vacant position on the council; dies or retires; or is otherwise removed from the council. A casual vacancy recount involves only previously unsuccessful candidates from the original Regional Council election. In the event that none of these people is available to participate in the recount, a by-election is held.

In 2003–04, the AEC conducted 14 casual vacancy recounts, two by-elections and eight officeholder elections. Appendix I gives details of these elections.

On 3 April 2004, the AEC conducted two ward elections for members of the TSRA. An election for TSRA officeholders was conducted on 11 May 2004.

ANALYSIS

The recent review of the functions of ATSIC was expected to increase the number of casual vacancy recounts in 2004, but this has not proved to be the case so far.

The introduction by the government of legislation to abolish ATSIC could, however, increase the number of casual vacancy recounts in the period before Regional Councils cease to exist. The legislation intends that Regional Councils will cease on 30 June 2005. Consequently, the AEC is not undertaking preparation for the next round of Regional Council elections, which were due to be held in October of that year. The AEC will continue to conduct casual vacancy recounts, by-elections and officeholder elections until 30 June 2005.

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

As a consequence of the government's introduction of legislation to abolish ATSIC, a revised service-level agreement is to be negotiated for the 2004–05 financial year.

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historical
research only

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 the AEC's legislative requirements and the extent to which State legislation enables AEC involvement in such elections. Within this context, the AEC maintained an appropriate level of readiness during 2003–04.

Table 20 shows the AEC's performance against the indicators and targets in the 2003–04 Portfolio Budget Statements.

Table 20 **Output 2.1.8—State and local government elections: performance results**

Measure	Target	Results
Quality		
Compliance with legislative and other requirements	100%	All legislative and other requirements were met for all elections.
Satisfaction of stakeholders	98%	A high level of satisfaction was expressed by stakeholders in New South Wales, Tasmania and the Northern Territory, with positive feedback being received on the AEC's role and assistance.
		Enrolment-processing incidents arose during the close of rolls period for the State election in Queensland, and were dealt with case by case in consultation with the Electoral Commission of Queensland.
Ability to conduct or assist in all elections contracted to the AEC	100%	Target was met. Capacity to conduct or assist in all elections was maintained.
Price		
Cost recovery	Full cost recovery	All elections were run on a full cost-recovery basis.

OVERVIEW

During 2003–04, the AEC was involved in the conduct of State government elections in Queensland and Tasmania, a Territory by-election in the Northern Territory, local government elections in New South Wales, Queensland and the Northern Territory, and community elections in the Northern Territory.

The AEC coordinated the scanning of certified lists following Legislative Council elections conducted in Tasmania and local government elections conducted in New South Wales and the Northern Territory. This scanning process captures data from marked certified lists and provides information on apparent non-voters and cases in which voters appear to have voted more than once.

New South Wales assistance

The New South Wales State Electoral Office is responsible for both State and local government elections. The office and the AEC have formal arrangements for joint roll management, and ongoing informal arrangements for electoral assistance when requested.

The AEC responded positively when asked by the New South Wales Electoral Commissioner to assist in the State's March 2004 local government elections. Costs were fully recovered.

The AEC continues to provide assistance for deferred local government elections and local government by-elections.

Queensland assistance

In accordance with the Queensland Joint Rolls Arrangement, the AEC provided roll products for a State election on 7 February and state-wide local government elections on 27 March. The AEC played no further part in those elections.

AEC performance was in accordance with all legislative requirements and roll products were supplied within the time frame specified in the arrangement. Some enrolment processing incidents arose during the close of rolls period for the state election; these were dealt with case by case in consultation with the Electoral Commission of Queensland.

Tasmanian assistance

The Tasmanian Electoral Office has legislative responsibility for the conduct of Tasmanian State and local government elections. Since 1994, the AEC has had formal contractual arrangements with the office 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 fully postal or conventional attendance elections.

The AEC provided returning officers and managed field operations for two periodic Legislative Council elections held during May 2004, meeting all contractual requirements and achieving a high level of customer service. Costs were fully recovered.

Northern Territory assistance

In accordance with the Northern Territory Joint Rolls Arrangement, the AEC managed the close of rolls for 24 community elections, one Legislative Assembly by-election and six local government elections during 2003–04. The AEC and the Northern Territory Electoral Commission jointly managed advertising for the six local government elections.

Four AEC staff were seconded to the Northern Territory Electoral Commission to assist with the local government elections.

ANALYSIS

The AEC continues to provide support services to State and Territory electoral agencies for the conduct of their State and local government elections. All stakeholders support this process. There is no trend towards having these elections conducted by a national electoral agency.

Until 2003–04, the AEC provided optical mark reading of certified lists marked in State and local government elections on a contract basis to some States and Territories. In 2003–04, the AEC replaced its scanning machines with an outsourced certified list scanning function (see the report on performance for Output 2.1.1). Following this decision, the AEC advised all States and Territories that the contract for the service included elections nominated by them, and invited them to make such nominations. New South Wales, Tasmania, the Australian Capital Territory and the Northern Territory nominated elections.

Resource levels remained a factor limiting the extent of the AEC's possible involvement in State and local government issues.

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 supports this function. In 2003–04 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 2003–04 Portfolio Budget Statements is shown in Table 21.

Table 21 **Output 2.1.9—Advice and assistance in overseas elections: performance results**

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

OVERVIEW

Papua New Guinea

With funding from AusAID, the AEC provided extensive support to the Papua New Guinea Electoral Commission from April 2000 until June 2003. After the successful first phase of the project, the AEC continued to support community awareness programs for the introduction in Papua New Guinea of limited preferential voting. The new voting system was introduced for by-elections held after the 2002 general elections, and is to be fully implemented during the 2007 national election and in future elections. Training, which drew on the Building Resources in Democracy, Governance and Elections (BRIDGE) curriculum and was conducted by AusAID-funded AEC staff, familiarised staff of the Papua New Guinea Electoral Commission with the system.

Indonesia

The AEC continued to implement its AusAID-funded program in Indonesia in preparation for the elections held there in 2004. Training courses, in conjunction with other donor agencies such as the United Nations and IFES (formerly the International Foundation for Election Systems), supported the Indonesian National Electoral Commission (KPU). The courses drew on the BRIDGE curriculum and the BRIDGE train-the-facilitator (TTF) program. BRIDGE materials, as well as other material used in workshops held in provinces around Indonesia, were adapted by the facilitators accredited in the TTF program to serve the needs of the KPU.

In its May 2004 report, *Near neighbours—good neighbours—an inquiry into Australia’s relationship with Indonesia*, the Joint Standing Committee on Foreign Affairs, Defence and

Trade commended the AEC's work in Indonesia, and supported the AEC's approach of working in collaboration with international donor agencies.

East Timor

The AEC maintained close contact throughout the year with the new Technical Secretariat for Electoral Administration of East Timor. Flowing from this, the Australian Agency for International Development (AusAID) funded the AEC to deploy an adviser to East Timor on two occasions to support the development of training and voter education materials for local government elections. An AEC officer, who had served as an electoral commissioner when the country was under United Nations transitional administration, also visited, at the invitation of East Timor's newly established National Electoral Commission, to brief the new commissioners.

Solomon Islands

AEC officers took part in an AusAID-funded joint scoping mission to examine appropriate forms of assistance in the run-up to national elections in Solomon Islands, due in 2005.

BRIDGE electoral administrators' course

The BRIDGE course continued to be developed as a key tool for international electoral assistance by the AEC and its partner organisations.

In Brisbane, a workshop of international experts was held as part of the development of a BRIDGE implementation booklet. The booklet will enable BRIDGE practitioners to scope, plan and implement BRIDGE in a variety of contexts.

The AEC continued to provide technical advice and support to those conducting or planning to conduct elements of BRIDGE in Mozambique, Liberia, Sierra Leone, Afghanistan, the Palestine Territories and the Caucasus region.

AEC officers were made available to work privately with the United Nations in Afghanistan and with the International Institute for Democracy and Electoral Assistance (IIDEA) in Georgia to develop BRIDGE-based training programs for members of the electoral management bodies in those countries.

Further substantial changes were made to the BRIDGE website, enabling facilitators to access and use BRIDGE resources more easily. A complete Indonesian version of BRIDGE materials was uploaded to the site.

BRIDGE also became part of the AEC's internal professional development program. In 2003-4, BRIDGE modules were conducted for around 100 AEC staff in Victoria, Queensland, South Australia, the Australian Capital Territory and the Northern Territory. Several workshops included invited guests from electoral commissions in the region, including the Indonesian KPU, and the election management bodies of Papua New Guinea, Samoa, Fiji, New Zealand and the Federated States of Micronesia. Members of the staff of the State Electoral Office of Tasmania and the State Electoral Commission of South Australia also took part in workshops.

BRIDGE Module 2 (Electoral Systems) was conducted in the Australian Capital Territory by central office staff, for the first time anywhere in the world.

Pacific Islands, Australia and New Zealand Electoral Administrators' Network

The AEC continues to host the secretariat of the Pacific Islands, Australia and New Zealand Electoral Administrators' (PIANZEA) Network. The secretariat provides a focal point for communication between members and a focal point and resource for people and institutions interested in electoral administration in the Pacific region.

The Electoral Process Information Collection Project (EPIC)—a partnership of IIDEA, IFES and the United Nations Development Programme—is an online database of election-related information, and presents comparative, country-by-country data on electoral systems, laws, management and administration. A project hub has been established within the PIANZEA secretariat, with staff taking responsibility for developing and undertaking research, and collating and updating information on the Pacific region and East Timor.

Senior electoral administrators representing the sub-regions of Polynesia, Micronesia, Melanesia and Australasia, a representative from IIDEA and representatives from the Pacific Institute of Advanced Studies in Development and Governance at the University of the South Pacific met for a week in Canberra. The group developed a detailed plan, including an outline of curriculum content, for the implementation of BRIDGE in the South Pacific, and considered how best to implement the AEC's computerised Generic Voter Registration System throughout the region.

PIANZEA is working in partnership with IIDEA to develop materials and activity-based training on election management bodies and the media. The initial audience will be electoral administrators and media personnel in the Pacific region.

International conferences

The AEC helped the Election Commission of Thailand to run an international conference in Chiang Mai on election strategies for free and fair elections. Twenty-two international delegates, including five AEC officers, and around 20 ECT delegates attended. This was the second such conference organised by the AEC; the first was held in 2001.

In January 2004, an AEC officer was invited by the United Nations Special Adviser on Gender Issues and Advancement of Women to participate in an expert group meeting on 'enhancing women's participation in electoral processes in post-conflict countries'. The recommendations of the group were put to the Forty-eighth Session of the United Nations Commission on the Status of Women, held in March.

Exchanging experiences internationally

As well as participating in formal Australian aid programs, AEC officers attend international conferences and meetings of electoral organisations to swap ideas and insights with their overseas counterparts. In November 2003, a representative from the AEC attended two such gatherings.

In Sweden, an international expert working group hosted by IIDEA explored issues involving electoral administrators and the media, with a view to the development of a training module as the subject.

In the United Kingdom, the Assistant Commissioner for Public Awareness, Media and Research represented the AEC in talks with the United Kingdom Electoral Commission. The focus was on engaging youth in the electoral process, an important issue in both countries and a major task of the AEC in Australia.

International delegation briefings

During the year, the AEC hosted a number of short visits, ranging from one-hour briefings to two-week programs, by delegations and officials seeking specific information about the AEC's activities. Among the visitors were delegations from China, Indonesia, Kenya, Papua New Guinea, Thailand and Vietnam.

ANALYSIS

During 2003–04, demands on the AEC's capacity to provide electoral assistance to other nations continued to increase. The focus of this activity remains on South-East Asia and the Pacific, with medium-term projects being pursued in countries such as Papua New Guinea, Indonesia and East Timor. The trend of increasing demand is driven from two sources: requests from countries themselves, and direct requests from the Department of Foreign Affairs and Trade or from AusAID. In addition, the AEC continues to receive requests for staff to take part in various missions for diverse international bodies, including the United Nations, IIDEA and IFES.

The AEC's delivery of services overseas can be affected when demand for international assistance coincides with an Australian election or another significant operational requirement. One limiting factor is the availability of suitable staff to undertake the overseas missions.

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Annual Report

Report on Performance



2003-04

Outcome 3 – ELECTORAL EDUCATION

REPORT ON PERFORMANCE—OUTCOME 3

Figure 7 Outcome 3: performance indicators and outputs

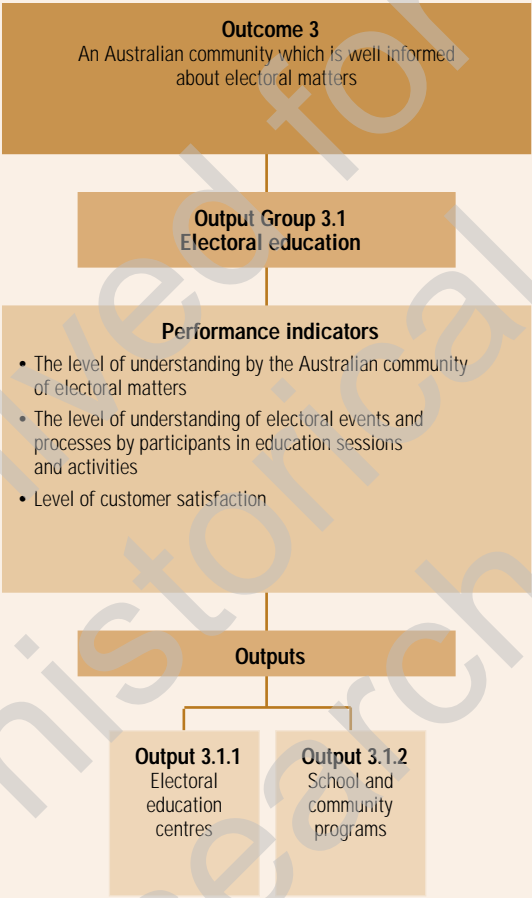


Table 22 Outcome 3: Electoral education—summary of resources

	Budget 2003–04 \$'000	Actual expenses 2003–04 \$'000	Budget 2004–05 \$'000
Administered appropriations			
No administered appropriation for this outcome	—	—	—
Total administered appropriations	—	—	—
Price of departmental outputs			
Departmental appropriations			
Output Group 3.1—Electoral education			
Output 3.1.1—Electoral Education Centres	1,814	1,178	1,880
Output 3.1.2—School and community programmes	6,628	3,070	3,547
Total Output Group 3.1	8,442	4,248	5,427
Total revenue from government (appropriations) contributing to price of departmental outputs	8,442	4,248	5,427
Revenue from other sources			
Output Group 3.1—Electoral education			
Output 3.1.1—Electoral Education Centres	—	—	—
Output 3.1.2—School and community programmes	50	22	50
Total revenue from other sources	50	22	50
Total price of departmental outputs			
(Total revenue from government and from other sources)	8,492	4,270	5,477
Total estimated resourcing for Outcome 3			
(Total price of outputs and administered appropriations)	8,492	4,270	5,477
	2003–04	2003–04	2004–05
Average staffing level (number)	67	66	46

Note: A full review of methodologies for the attribution of corporate resources across outcomes and outputs was completed at year end. Due to the three-year election cycle, prediction of budget is complicated and has different attribution drivers for each year within the cycle. Using the new methodologies, which are now automated, future predictions of budgets will more closely align with actual results. The revised and refined methodologies make comparison with previous years invalid.

REVIEW OF PERFORMANCE

The AEC continued to provide a range of electoral education programs aimed at various target groups within the community during 2003–04.

This section details performance results for the year by Output Group 3.1—Electoral education. The output group contributes to Outcome 3 through two outputs:

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

During the year, the AEC finalised refocusing its delivery of education services and completed the national public awareness plan to better target programs and measure impact.

The AEC's public awareness programs and activities are subject to a range of performance measurement processes. These include questionnaires, evaluation sessions and activities, demand for further services and feedback from the education sector. The AEC also

establishes networks with other government agencies that are already undertaking public awareness programs with identified target groups. This is an ongoing process resulting in further refinement to activities and resources.

Table 23 summarises the AEC's overall performance in relation to the indicators and targets for Outcome 3 identified in the 2003–04 Portfolio Budget Statements and Portfolio Additional Estimates Statements.

Table 23 **Outcome 3: Electoral education—overall performance results**

Measure	Target	Results
The level of understanding by the Australian community of electoral matters	75%	95% of respondents indicated that they knew how to vote correctly and how preferences are distributed.
The level of understanding of electoral events and processes by participants in education sessions and activities	75%	Participant responses to evaluation questionnaires after activities and sessions indicate that this target was exceeded.
Level of customer satisfaction	95%	Evaluation questionnaires indicated that this target was met.

ANALYSIS

The AEC continued to provide a wide variety of electoral education programs within the Australian community.

Following the AEC's decision to refocus its education strategies, a national strategy document and national plan for public awareness programs were developed. This was then followed by each State and Territory head office of the AEC developing a local public awareness plan addressing specific outcomes. Priority has been given to target groups, including youth, indigenous groups, the homeless, non-English speaking groups and professional organisations.

VARIATIONS TO PERFORMANCE TARGETS

During the year there were no changes in the performance targets for Outcome 3 and its supporting outputs from those contained in the 2003–04 Portfolio Budget Statements.

PURCHASER–PROVIDER ARRANGEMENTS

During the financial year, the AEC entered into a 'joint approach to electoral education in Victoria' agreement with the Victorian Electoral Commission.

The Adelaide EEC was based on a departmental sharing with the South Australian Electoral Office to save on the duplication of our services.

The AEC has a three-year memorandum of understanding with the Western Australian Electoral Commission for the continued support of the Perth EEC.

EXTERNAL SCRUTINY

The activities of Output Group 3 were not the subject of any scrutiny by parliamentary committees, administrative authorities or the courts during 2003–04.

DEVELOPMENTS SINCE THE END OF THE FINANCIAL YEAR

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

SERVICE STANDARDS

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

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Output 3.1.1—Electoral education centres

The electoral education centres (EECs) in Canberra, Melbourne and Adelaide are highly visible and very important components of the AEC's public awareness programs. The AEC has received support from the South Australian Electoral Commission for the Adelaide EEC. The AEC also supports an EEC in Perth operated by the Western Australian Electoral Commission, having entered into a three-year memorandum of understanding with them.

The AEC entered into a 'joint approach to electoral education in Victoria' agreement with the Victorian Electoral Commission.

The centres provide a range of programs, but visiting groups usually 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. Some sessions are designed to meet school curriculum requirements or the needs of particular groups.

Table 24 shows the AEC's performance against the targets set in the 2003–04 Portfolio Budget Statements.

Table 24 **Output 3.1.1—Electoral education centres: performance results**

Measure	Target	Results
Quality	Proportion of participants who leave AEC EEC education sessions with an enhanced understanding of electoral events and processes	95% Evaluation questionnaires and repeat bookings indicate that this target was achieved.
	Proportion of electoral education programs that meet the needs of all participants	90% Evaluation questionnaires and consistently positive feedback at education conferences indicate that the target was achieved.
Quantity	Visitors	115,000 The total number of visitors for 2003–04 was 109,526, plus 3,505 participants in outreach activities.
	Sessions	3,200 3,210 sessions were conducted.
	Requests met	95% While this target is met on most occasions, some schools were unable to attend Canberra EEC because the centre was fully booked, resulting in 8% of requests not being met.
Price	Cost per session	Less than \$600 The cost per EEC session was \$366.97, over 3,210 sessions.

OVERVIEW

The AEC has been targeting older clients, particularly those closer to or at voting age, and this has resulted in more visits to EECs by middle to senior secondary students.

The AEC's electoral education programs again operated very effectively throughout the year, with high participation levels across programs and a continuing high demand for services. Post-session and activity questionnaires, letters of thanks, consistent positive feedback at major education conferences and events such as the 2004 'Discovering Democracy' National Forum indicate that the programs are highly regarded by participants and stakeholders alike.

Canberra EEC

The Canberra EEC continued to operate at close to maximum capacity. During the year, 68,899 participants attended 1,945 sessions at the EEC. Because the centre was fully booked, a further 101 groups representing 5,600 participants could not be accommodated.

The EEC has developed and trialled a new program, about Senate election processes, suitable for primary and secondary students but expected to be used mainly by senior secondary students. The referendum package is now well established; many schools, particularly those that have already had a visit by a divisional returning officer, choose it as their preferred option. A special civics program has been developed and trialled in collaboration with the Parliamentary Education Office and the Education Section of Old Parliament House. It was designed for gifted and talented students to look at a full election involving voting for the House of Representatives and the Senate. A pilot program designed especially for senior secondary students is being tested.

Canberra EEC staff attended seminars in Perth, Melbourne, Ballarat and Wangaratta to offer program and resource information to schoolteachers. The EEC also hosted the Keys to Canberra event, during which 90 teachers attended the centre to look at the programs offered. Staff made a successful visit to the Canberra Institute of Technology to inform students and staff of electoral matters.

Melbourne EEC

Because of the shift in focus to community awareness, greater priority has been given to young people at or near voting age. Subsequently, the Melbourne EEC has conducted 647 public awareness/education sessions for 18,259 participants, of whom approximately 11,800 were in this target group. Outreach activities included 29 sessions with 7,522 participants since March 2004; 630 enrolment forms were also generated.

Participating groups and institutions included secondary schools, TAFE colleges, Victorian Certificate of Adult Learning groups, universities, community and neighbourhood groups and Adult Migrant Education Centres. EEC staff attended a range of conferences, such as the Victorian 'Discovering Democracy' conference, to promote the centre's services to the education and other sectors.

Staff networked extensively at constitutional conventions and at expos in March and May 2004. The centre held a workshop for interested teachers, and conducted four presentations for Diploma of Education first-year students, which will lead into 'Your Vote Counts' sessions when they are trained teachers. The most recent 'Your Vote Counts' workshop was for teachers from disadvantaged schools in Melbourne.

The EEC has also been working on projects with the Victorian Electoral Commission as part of a three-year joint venture that was signed in June 2004. These projects include developing and conducting homeless sector workshops in conjunction with the Council to the Homeless, and a series of workshops in different locations being organised with the Council for Adult Education.

EEC staff have also trained and mentored Victorian AEC divisional staff.

Adelaide EEC

The Adelaide EEC has endeavoured to change its focus to better reflect the AEC's national public awareness strategy. The primary focus is now on the eligible elector group, so this has meant targeting this group with advertising and more outreach sessions, often in conjunction with divisional staff. As a result, of the 287 sessions conducted, involving 10,623 participants, 148 sessions were with secondary groups and 36 were with tertiary students or community groups.

The public awareness officers at Adelaide EEC were instrumental in developing and piloting the new Youth Outreach Initiative program, which has been highly successful. The program involved EEC staff working with divisional office staff to present off-site public awareness, and has now been extended state-wide.

To further the public awareness strategy, the Adelaide EEC has also expanded its services by engaging with other government agencies to ensure non-duplication of services and the synchronisation of promotions to specific AEC target groups. For example, the centre cooperates with the Department of Education, Training and Employment, the State Electoral Office and local government in the EEC Reference Group. During South Australia's Parliamentary Debate Week, EEC staff take groups through mock elections; the centre's contacts with local government allow it to make inroads with elections for Youth Councils and among non-English speaking groups; and its partnership with the education department enables the centre to tie its sessions for teachers and students to the curriculum base. The reference group meets regularly with the public awareness officer representatives for planning and review.

A minor refurbishment of the EEC has been undertaken to make the centre more visually appealing to the eligible elector group.

Perth EEC

The AEC has a three-year memorandum of understanding with the Western Australian Electoral Commission for the continued support of the Perth EEC. The EEC has embarked on extensive joint outreach programs in conjunction with the Western Australian Parliamentary Education Office and the Constitutional Centre of Western Australia.

During the year, the centre conducted 344 sessions, which involved a total of 12,266 participants. There was also an upgrade of displays and equipment in the centre.

ANALYSIS

Figures 8, 9 and 10 show five-year trends in numbers of visitors to the Canberra, Melbourne and Adelaide EECs. Client demand for EEC services remains high.

Canberra EEC has again increased its visitor total, achieving a new high in participant numbers. Melbourne EEC has increased its throughput as its transition to a joint venture centre with a new focus takes effect. Adelaide EEC has seen the benefits of a new outreach approach, increasing its participant numbers significantly in the year to surpass its highest previous mark, reached in 2000–01.

In line with the AEC's national action plan for public awareness, the EECs have increasingly targeted older students and school leavers at or near enrolment age. The centres are developing and implementing activities for this target age group.

The government's national 'Discovering Democracy' civics and citizenship education project continued to generate significant interest and participation in the AEC's EEC activities. However, this was not as great as in previous years and can be expected to decline further with the end of the 'Discovering Democracy' project next financial year, 2004–05.

Figure 8 Visitors to the Canberra EEC

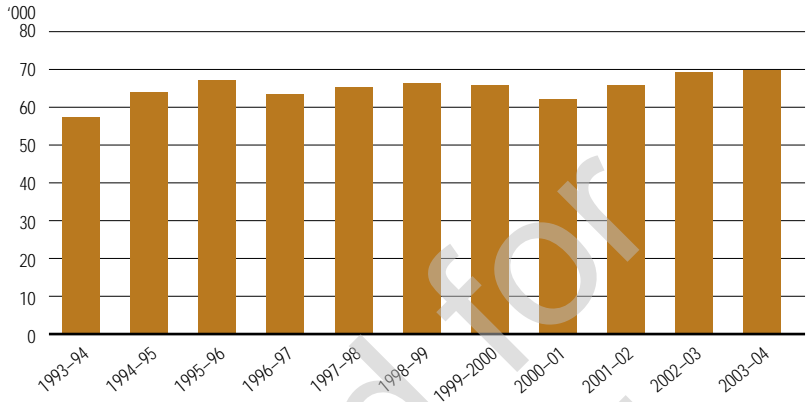


Figure 9 Visitors to the Melbourne EEC

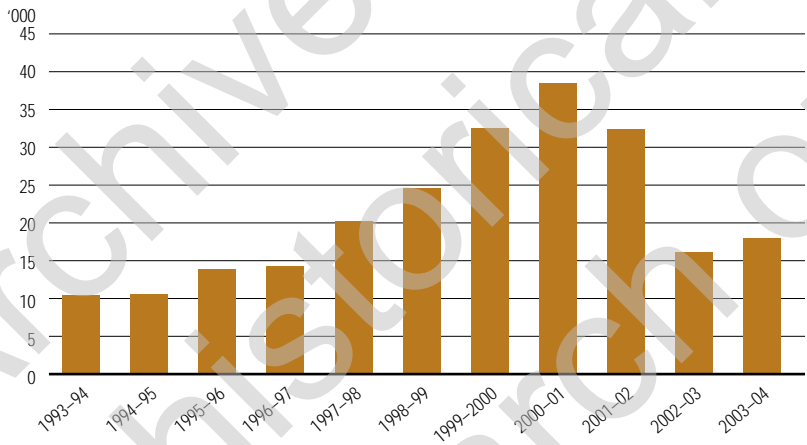
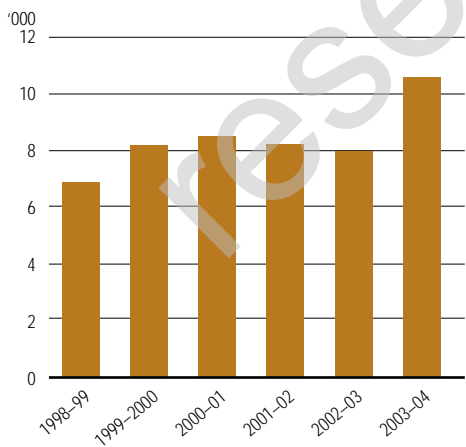


Figure 10 Visitors to the Adelaide EEC



Output 3.1.2—School and community programs

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

The AEC's performance against the indicators and targets in the 2003–04 Portfolio Budget Statements is shown in Table 25.

Table 25 **Output 3.1.2—School and community programs: overall performance**

Measure	Target	Results
Quality		
Proportion of participants who leave SCVP sessions with an enhanced understanding of electoral events and processes	95%	Feedback from teachers and participants indicates an increased level of understanding.
Requests for electoral educational resources	Satisfy	Requests for educational resources were satisfied.
Proportion of participants in teacher professional development sessions who leave with an enhanced understanding of electoral processes and classroom teaching strategies	85%	Positive feedback and requests for additional supplies of the new Electoral Education Resource indicate an enhanced understanding of electoral processes and classroom teaching strategies.
Requests for electoral education State/Territory curriculum support	Satisfy	Requests for electoral education support and input were satisfied.
Level of customer satisfaction	98%	The constant demand for electoral education services (100% return visit rate on 2002–03) indicates that the target was met. All universities requesting 'Your Vote Counts' sessions in 2002–03 again booked sessions in 2003–04, indicating satisfaction.
Quantity		
Participants	85,000	The number of participants was 119,837
Teacher development sessions	10	Eight sessions were held for a total of 122 in-service teachers, and 30 sessions for 904 trainee teachers. Due to the lack of teacher release funding, in-service teacher contact has decreased.

OVERVIEW

The SCVP continued to operate successfully in 2003–04, with 119,837 participants. However, election preparation and an increase in the time needed for enrolment activities has meant less time for public awareness activities by divisional staff. This is reflected in the decrease in the number of electoral education presentations nationally and in the number of participants.

The national School and Community Education Visits working party met during the year to discuss national and State community awareness plans and to identify further strategies to address the needs of the target groups. Once these strategies have been endorsed, they will be implemented at the State level.

State highlights

The comprehensive SCVP in New South Wales and the Australian Capital Territory

continued to focus on the conduct of education and information sessions, and on enrolment drives for college and high school students 17 years or older.

Staff conducted education sessions at New South Wales Parliament House for over 200 TAFE students of English as a second language and their teachers. These specially developed sessions focused on democracy and voting, and included a simulated election.

In conjunction with the New South Wales Department of Education, Science and Training, AEC staff conducted similar education sessions for students and teachers as part of the Student Representative Council Conference, also held at Parliament House.

AEC staff in Queensland held displays at the National History Teachers Conference, attended by 300 delegates from around Australia, the Queensland History Teachers Conference (200 delegates) and the Business Educators Association of Queensland Conference (over 400 delegates). Electoral education publications and resources were sent to 53 schools as a result of these conferences. Five hundred copies of the teaching resource pamphlet were inserted in the December issue of *The History Teacher*.

Queensland staff attended orientation and market days at 10 tertiary institutions around Brisbane and in Toowoomba, and most divisions held enrolment drives for Year 12 high school students.

Canberra EEC educators conducted presentation skills training for new staff.

The focus for divisional staff in South Australia during the reporting period was on the eligible elector group. This led to several initiatives, including the following:

- *Youth Outreach Initiative*. This program, initiated by the Adelaide EEC but now coordinated at divisional level, resulted in the collection of more than 700 new enrolment cards. Staff attend school assemblies to briefly explain the importance of enrolment, and schools are paid \$3 for each enrolment card received by the division from their students.
- *Centrelink offices*. This initiative allowed the AEC to place enrolment cards in Centrelink offices in order to reach eligible electors not targeted under other programs. We have not yet received feedback on this initiative.
- *University displays*. Divisions conducted enrolment displays at Adelaide University's Orientation Week and at Flinders University clubs and societies days, generating enrolment cards from 176 young people.
- *School career expos*. AEC displays at school career expos throughout the year presented a professional image and collected as many as 192 enrolment cards.
- *Shopping centre displays*. Each division coordinated at least one display at a major shopping complex, mostly in the lead-up to the federal election.

Some of the highlights in Western Australia for the past 12 months include:

- presentations to trainee teachers at Edith Cowan University, including the Bunbury campus for the first time
- participation in several university and TAFE orientation days, including Central TAFE, the largest TAFE provider
- a presentation to adults enrolled in the TAFE Certificate II, III—General Education for Adults
- design of a feedback form for use as a presentation evaluation tool
- participation in the Big Day Out promotion as part of the Rock Enrol campaign
- participation in the Civics and Citizenship Education Reference Group
- contact with the Office of Multicultural Interests to work in partnership, promoting public awareness among people of non-English speaking backgrounds.

New resources

The AEC, in collaboration with social educators from the University of Sydney, produced a classroom resource to assist teachers in the delivery of lessons on the electoral process. The Electoral Education Resource is designed for the use of both secondary and primary educators and is organised into seven learning areas that enable teachers to address specific outcomes of the Studies of Society and Environment curriculum. Each area in the resource contains full teaching notes, teaching aids and templates for classroom use. The Electoral Education Resource highlights other AEC reference material that can be used, as well as identifying areas of the AEC website that can be used for research purposes.

Indigenous activities

In preparation for the forthcoming federal election, new materials were developed for indigenous Australians. These include a video using indigenous presenters to explain enrolment and voting, a series of posters and stickers featuring well-known indigenous personalities and a four-page handout leaflet. A Community Electoral Information Officer program has also been planned for the run-up to the election.

Divisional returning officers in remote divisions conducted enrolment and voting information sessions in a large number of remote communities during the year.

Curriculum development and support activities

The Public Awareness Programs Section channelled information from a comprehensive overview of all State and Territory curriculum frameworks to divisional offices. The aim was to help staff to identify opportunities to market the AEC's public awareness programs. The section continued to participate in meetings to discuss 'Discovering Democracy' projects, including a national meeting of State and Territory 'Discovering Democracy' curriculum officers.

In May 2004, the AEC participated in the final annual 'Discovering Democracy' national forum. Feedback from the forum, along with other 'Discovering Democracy' meetings, indicated that the education sector values 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. Because workshops for practising teachers conducted during school terms are very costly and appropriate funding was not available, workshops have been conducted in school holiday periods. Eight whole-day workshops were conducted for practising teachers, with a total of 122 participating. Short sessions were also conducted for teachers as a part of education conferences and seminars.

Professional development activities concentrated on pre-service teachers, with a total of 904 education students participating in 30 sessions. This represented a decrease on the 1,128 education students participating in sessions in 2003–04. This is due to the change of semester requested by some institutions. Workshops and sessions were conducted in New South Wales, Victoria, South Australia, Tasmania, the Australian Capital Territory and the Northern Territory.

Comments from participants continued to indicate a very high level of client satisfaction with 'Your Vote Counts' activities. The Electoral Education Resource has been well received and praised for its ease-of-use format.

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

- parliamentary librarians
- social education coordinators
- TAFE adult literacy teachers
- Bachelor of Education students.

All participants also received AEC education materials.

Conferences

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

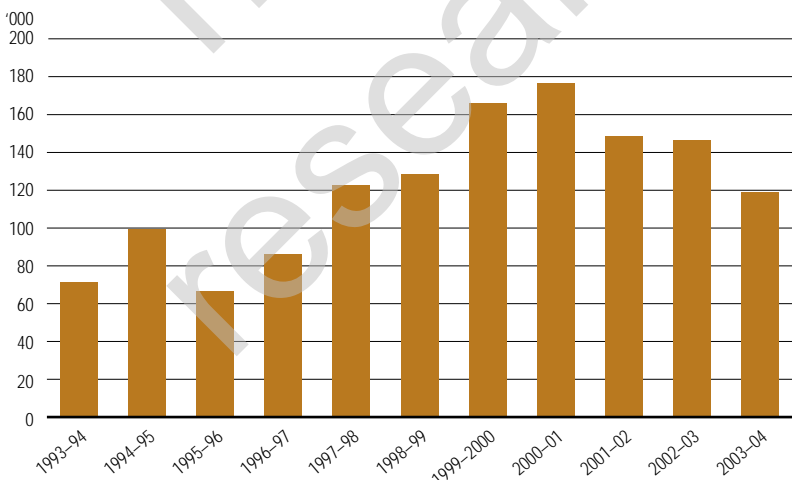
ANALYSIS

Figure 11 shows trends in SCVP participation over five years.

During 2003–04, Output 3.1.2 increasingly targeted young adults in the 17–25-year age group (including mid- to senior-secondary, TAFE, tertiary and adult education students, organised youth groups and youth support organisations). Other major target groups were people from non-English speaking backgrounds, new citizens, indigenous Australians, and professional groups and organisations.

This change of emphasis is having an increasing impact on participant data. There are identifiable reasons for this trend. Senior secondary classes are smaller and more difficult to access as curriculum demands become heavier for this group. And, by their nature, the targeted marginal groups require special techniques and resources that need to be developed. This is an ongoing and costly process. Public awareness programs will be evaluated to assess the effectiveness of the refocusing which has occurred in light of targeting these changes in client demography.

Figure 11 **Participants in School and Community Visits Program sessions and activities**



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Annual Report

Financial performance and future operations



2003-04

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 2004 shows a net deficit of \$2.7 million from ordinary activities, a lesser amount than the estimated deficit in the 2003–04 Portfolio Additional Estimates Statements of \$10 million. The excess amount under the estimated deficit is due to additional approved appropriation funding of \$5.1 million as a result of the recently completed resourcing review, increased revenue from fees for service not budgeted for of \$4 million. However, it is offset by \$1.8 million appropriation revenue that has been quarantined pending Royal Assent.

The Statement of Financial Performance comparison of actuals for 2003–04 against actuals for 2002–03 shows an increase in revenues from government as a result of additional funding appropriated to put in place the recommendations of the Joint Standing Committee on Electoral Matters. However, this increased revenue is offset by a respective decrease in revenue from goods and services due to the cyclical nature of the AEC's commercial election activities and services provided to AusAID and ATSIC.

An independent valuation of the AEC's non-financial assets resulted in a \$3.9 million increase in the net asset base, which has a corresponding increase to the asset revaluation reserve recognised directly in equity.

The Statement of Financial Position as at 30 June 2004 replicates this increase in the non-financial asset base and an increase in inventories due to preparations for election readiness. An increase in the cash balance also reflected in the Cash Flow Statement includes the increase in receivables and is offset by the increase in the liability of payables for suppliers. The receivable from the Official Public Account represented as an appropriation receivable contains accumulated quarantined funds of \$13.4 million for the *Electoral and Referendum Amendment Act (No. 1) 1999*. The funds in the Official Public Account other than the quarantined Act (No. 1) funds are available to the AEC upon request to cover future employee leave and asset replacement funding needs.

The Statement of Administered Financial Performance reflects revenue derived from the collection of joint roll contributions from each State and 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

The Electoral and Referendum Amendment Bill (No. 2) 1998 was introduced into the Thirty-eighth Parliament on 14 May 1998. The Bill contained the balance of the 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 through the Parliament on 29 September 1999. However, a number of provisions affecting the electoral enrolment process have not yet been proclaimed as regulations. These 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.

Since the majority of the provisions of the Electoral and Referendum Amendment Regulations 2001 (No. 1) commenced in the 1999–2000 financial year, appropriated funds have been received and booked in the Statement of Financial Performance up to 30 June 2003. Since then, the appropriated funds have been withdrawn. Because the regulations were disallowed, the funds were quarantined and are held in the Official Public Account represented as appropriation receivable. These funds are available to be returned upon request, which would affect the net asset base of the AEC. (Please refer to Note 5B to the financial statements.)

JSCEM 2001 federal election matters recommendations

The JSCEM report to Parliament of June 2003, *The 2001 federal election: report of the inquiry into the conduct of the 2001 federal election, and matters related thereto*, addresses a number of recommendations to these provisions. Funding to put in place these recommendations has been legislated, with the exception of recommendation 1. Therefore, the applicable funds for recommendation 1 have been quarantined and will not be released for appropriation until the recommendation is legislated. These funds are not represented as revenues from government in the 2003–04 Statement of Financial Performance; nor are they represented as appropriation receivable in the 2003–04 Statement of Financial Position.

Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004

This Act was passed by Parliament on 17 June 2004, received Royal Assent on 23 June, and came into effect on 21 July 2004. It implements a number of technical amendments recommended by the JSCEM in its report on the conduct of the 2001 federal election, which was tabled in the Parliament on 23 June 2003.

The legislation amends the *Commonwealth Electoral Act 1918* and the *Referendum (Machinery Provisions) Act 1984* to:

- restructure sections 90 to 91E of the *Commonwealth Electoral Act 1918* to make roll access provisions more understandable
- extend the end-use restrictions for roll information to all forms of the roll
- remove from the *Commonwealth Electoral Act 1918* references to the form in which rolls are produced, allowing the AEC to provide the roll on the internet and on computer in each divisional office
- remove the roll from sale in any format
- require the AEC to publish a statement of reasons if the AEC decides that a party name cannot be registered
- allow scrutineers to be present at pre-poll voting centres
- clarify procedures for nomination of candidates for election to both Houses of Parliament
- prohibit audible broadcasting of political material near polling places
- allow for the temporary suspension or adjournment of polling for physical or safety reasons
- make a series of technical amendments to the *Commonwealth Electoral Act 1918* and the *Referendum (Machinery Provisions) Act 1984*.

It is expected that these improvements will be in place for the forthcoming federal election.

Electoral and Referendum Amendment (Enrolment Integrity and Other Measures) Bill 2004

This Bill was passed by Parliament on 24 June 2004 and at the time of writing was awaiting Royal Assent. Most of its provisions are likely to come into effect in late July or early August 2004. Those parts of the Bill concerning proof of identity for enrolment will come into effect by proclamation after negotiation with State and Territory governments to reach agreement for procedures to apply equally to Commonwealth and State or Territory rolls.

The Bill contains a number of proposed amendments recommended by the JSCEM in its report on the conduct of the 2001 federal election, and by its predecessor in a report on the 1998 federal election.

The Bill amends the *Commonwealth Electoral Act 1918* and the *Referendum (Machinery Provisions) Act 1984* to:

- allow for the making of regulations requiring proof of the identity and address of applicants for enrolment, or of applicants wishing to change their enrolment details
- enable the AEC to obtain information from prescribed State and Territory officers in relation to the arrangements for proof of identity and address
- introduce enrolment based on residence at an address in a subdivision
- include the sex and date of birth of electors on the certified list as a check on identity when voting
- allow registered political parties and independent members of parliament to be provided, on request, with certain information about where electors voted on election day
- increase the penalty for multiple voting; make each additional vote a separate offence; and increase the penalty for false witnessing of enrolment forms.

The key amendment—the introduction of proof of identity and address for enrolment—will require comprehensive negotiation with State and Territory governments before implementation. Should this amendment be implemented, it will result in one of the biggest changes to enrolment procedures since Federation.

Roll Management System redevelopment

The AEC's roll management system (RMANS) maintains the electronic version of the Commonwealth electoral roll and generates the certified lists of electors needed for elections. RMANS was originally written in the 1980s as a conversion of an earlier batch-oriented program. The AEC is beginning a four-year project to re-engineer RMANS in order to:

- use a single, mainstream development platform
- modernise the application development environment, enabling web-based initiatives
- gain access to a steady supply of skilled programmers
- simplify the software application
- improve the internal and external exchange of enrolment data
- meet the demands of a changing information technology (IT) environment.

The new RMANS will integrate with other web-based systems, exploit image and optical character recognition technologies, meet e-government standards, and more easily adapt to new technologies as they emerge.

Optical scanning of AEC forms

The AEC is investigating the use of optical scanning and character recognition to process applications for enrolment and other forms, and letters.

An initial investigation in 2002 found that the technology was mature enough and in wide enough use to justify a pilot project with enrolment forms.

A 2003 trial successfully collected CRU enrolment application data and transmitted the information to an RMANS test database. The report of the trial indicated that this method might also be used to process CRU mail data, postal vote applications and declaration vote envelopes.

The AEC plans to conduct a broader pilot study after the next federal election. There is a requirement to report to government regarding this study by 30 June 2005.

Information technology

The AEC is strengthening its IT governance, and integrating it more tightly with the corporate governance framework. An enterprise architect has been appointed to develop future business and technology initiatives, and ensure that the AEC is aligned with key Australian Government standards and policies, such as Government Online and the government's authentication and interoperability requirements.

Over the next two to three years, the AEC will implement a new IT security work plan. A rollout of NAS (network attached storage) servers to each division will increase the number of servers to 240 in 2004-05, further improving security.

An extension of the AEC's Cluster 3 contract with Optus for data and voice services has been renegotiated with significant savings. There will also be some savings in the existing contract for 2004-05.

The AEC's network infrastructure is being developed to improve system availability through more network redundancy and better disaster recovery and business continuity plans. A new, secondary computer infrastructure environment will be created for this purpose.

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Annual Report

Management and Accountability

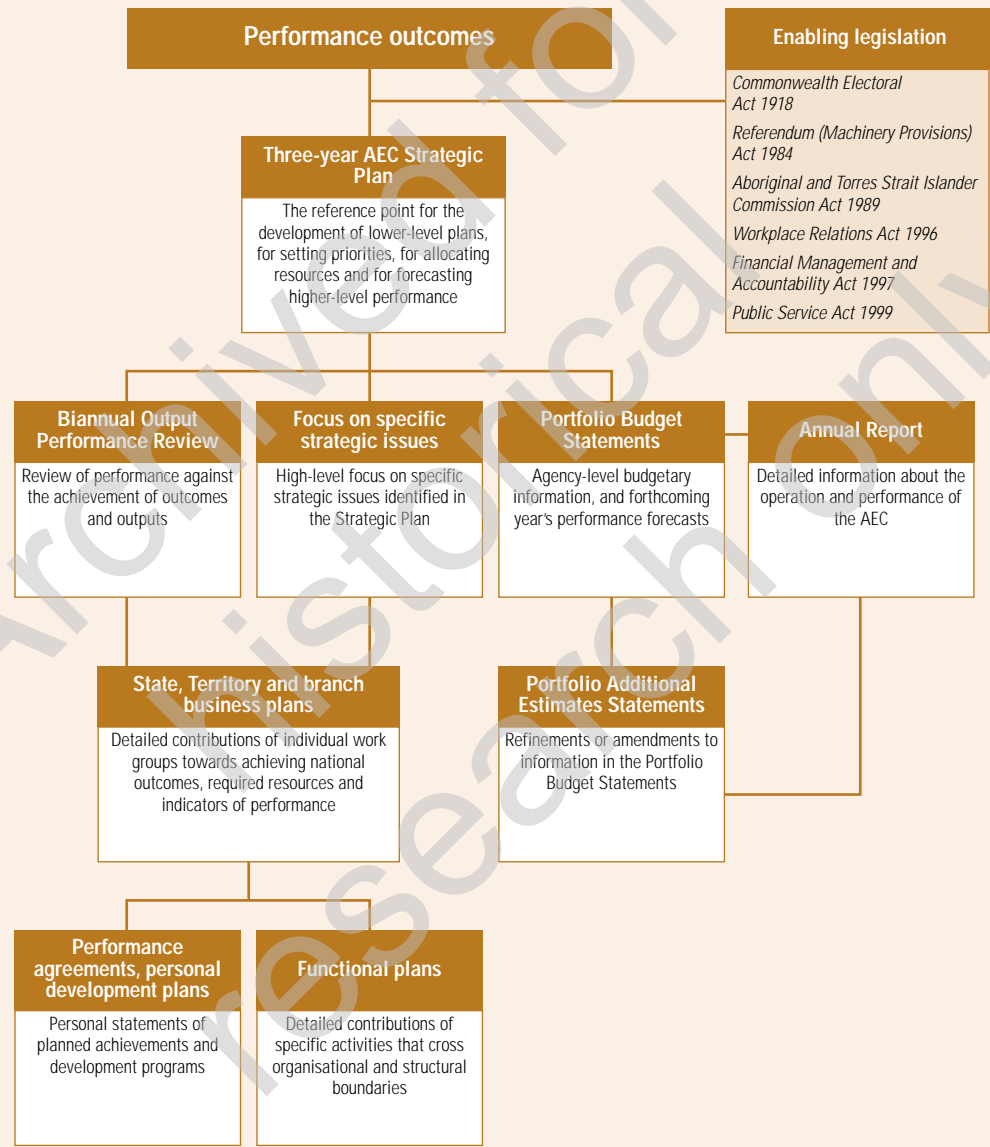


2003-04



Management and Accountability

Figure 12 Planning, operating and reporting framework



Corporate governance

MAIN CORPORATE GOVERNANCE PRACTICES

The AEC is a statutory authority. The Electoral Commission comprises a part-time chairperson, a non-judicial member and the Electoral Commissioner, who is also the agency head of the AEC. The Electoral Commissioner has powers equivalent to those of a secretary of an Australian Government department.

The National Executive assists the Electoral Commission in setting policy directions for the organisation. It comprises the Electoral Commissioner, the Deputy Electoral Commissioner, the First Assistant Commissioner, Electoral Operations, and the First Assistant Commissioner, Business Support.

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

- enrolment and parliamentary services
- elections (parliamentary and non-parliamentary)
- public awareness, media and research
- corporate services
- information technology (IT).

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

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

The AEC is budget-funded by the Commonwealth to deliver agreed outcomes for the Parliament and the people of Australia. Resources are managed responsibly to ensure accountability to the Parliament and other stakeholders for performance in output delivery.

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

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

The AEC focuses on output-driven management of resources against predefined and agreed performance measures and targets for time, cost and quality. Specific priorities in 2003-04 included:

- seeking improvements and efficiencies in electoral processes, through innovation and application of technologies
- repositioning the AEC's strategic direction, through the development of the AEC's Strategic Plan 2004-07

- improving the management of information and knowledge in the AEC
- fostering values-based leadership and people management.

During 2003–04, the AEC continued the organisational improvement strategies highlighted in its Strategic Plan 2001–04. In the second half of the year, the AEC also consulted with internal and external stakeholders on the strategic plan for 2004–07.

The AEC Strategic Plan 2004–07 continues to articulate the purpose, values and overall direction of the AEC, as did earlier plans. The plan also outlines AEC capabilities, core business processes and major areas of focus, which will translate into organisational improvement projects over the life of the plan.

The five major areas of focus for 2004–07 will be:

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

The strategic plan is an integral part of the performance planning process, providing high-level guidance on strategic direction and promoting the alignment of all aspects of AEC management practices with organisational goals.

A copy of the plan can be found at the AEC website: www.aec.gov.au.

Responsibility for planning, budgeting and reporting on improvement projects lies with members of the Strategic Advisory Committee. Projects are fully integrated with the AEC's outcomes and outputs framework.

As well as reporting the results of internal evaluations, this annual report also details progress in the achievement and delivery of outcomes and outputs against targets forecast in the AEC's 2003–04 Portfolio Budget Statements.

SENIOR MANAGEMENT COMMITTEES AND THEIR ROLES

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

- accountability
- transparency
- integrity
- stewardship
- leadership.

The composition of senior management committees that contribute to decision making within the AEC is shown in Figure 13.

Good governance in the AEC relies on the behaviour and actions of staff at all levels, and the AEC's leadership is expected to support it by modelling and encouraging appropriate ethics and behaviours. The AEC governance framework provides robust performance and accountability structures and helps consolidate strategic direction.

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 these 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 and to ensure constructive discussion at Strategic Advisory Committee meetings.

A summary of outcomes from meetings is available to all employees on the AEC's intranet.

Figure 13 AEC committees and their members

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

Strategic Advisory Committee

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

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

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

Business Assurance Committee

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

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

Budget and Performance Management Committee

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

Outcome management committees

The AEC has established outcome management committees to monitor expenditure and performance and to review allocations and estimates processes for each of the AEC's three outcomes.

The AEC also recognises that there are some business activities and costs that cannot be directly linked to a single key area of external service delivery. Examples of these are IT business services, human resource management services and financial services. Planning related to these business support costs is reviewed and managed by the Business Support Review Committee. The IT Advisory Committee also operates through this committee. Attribution of these costs is being further refined to enable more accurate cost attribution among the three outcomes. The outcome management committees and their membership are shown in Figure 14.

Figure 14 Outcome management committees

Outcome 1: Electoral 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, ballots and referendums	Assistant Commissioner, Elections (Chair) Assistant Commissioner, Information and Research Australian Electoral Officer: Western Australia Australian Electoral Officer: Tasmania
Outcome 3: Electoral education	Assistant Commissioner, Information and Research (Chair) Assistant Commissioner, Enrolment and Parliamentary Services Australian Electoral Officer: Victoria Australian Electoral Officer: Northern Territory
Business support review	Assistant Commissioner, Corporate Services (Chair) Assistant Commissioner, Information Technology Australian Electoral Officer: Queensland Australian Electoral Officer: Victoria

CORPORATE AND OPERATIONAL PLANS

The AEC maintains a hierarchy of plans and associated performance measuring and monitoring processes in its performance management framework. A summary of the planning, operating and reporting framework is provided in Figure 12. These plans reflect the outcomes of the AEC's planning processes.

The Strategic Plan 2001–04 provided the focus for the AEC's key directions and evolving strategic priorities during the reporting period. It was developed in consultation with the AEC National Executive, staff and customers. The strategic plan documents the AEC's outcomes, purposes and values and provides the reference point for other AEC plans.

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

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

- the property plan—a four-year plan for the long-term management of AEC leased property
- the corporate IT plan, which outlines the direction of IT development within the AEC for the period 2004–07
- the strategic internal audit program, which is updated annually and outlines the audit coverage for compliance and performance audits over the financial year
- the corporate fraud control plan, a three-year plan which identifies areas of corporate fraud risk and contains strategies to prevent or minimise the incidence of corporate fraud within the AEC
- the Electoral Fraud Control Plan, which contains strategies to prevent or minimise the commission of electoral offences that may affect the result of a federal election
- the strategic risk management plan, which identifies areas of business risk within the AEC and how risks will be managed

- the security plan, which protects staff and visitors, security classified information, equipment and premises against harm, loss, interference and compromise
- the business continuity plan, which applies risk management techniques and principles to the planning, administration and delivery of projects and policies
- the national Electoral Public Awareness Strategy and Electoral Public Awareness National Action Plan which provide a framework for refocusing of electoral activities (Outcome 3).

CUSTOMER SERVICE CHARTER

The AEC's customer service charter, listing 38 standards for AEC services, is available at all AEC offices and from the AEC's website.

The charter is currently being revised, and has been redrafted based on feedback from clients and findings from customer workshops. It will be republished in the second half of 2004.

Customer workshops

Customer workshops, conducted to gain an insight into customers' views about enrolment, voting and AEC services, continued during 2003–04 as part of the AEC's customer innovations strategy. The workshops, involving a representative selection of AEC customers, have been conducted in every State and the Northern Territory over the past three years. A series of AEC staff workshops since October 2003 have considered the implications of the feedback from the customer workshops, and identified ways to improve existing AEC customer service and information products.

Other feedback

Other feedback mechanisms include:

- printed reply-paid forms
- electronic forms on the website
- face-to-face counter services
- telephone numbers, including our 13 23 26 line, which can be used from anywhere in Australia for the cost of a local call.

Complaints, compliments and suggestions are referred to the relevant areas for action, and contribute to our strategic and business planning and to service improvements. Appendix J analyses feedback during the reporting period.

Changes resulting from feedback

Feedback led to service and workplace improvements during 2003–04, including:

- amendments to the itinerant enrolment form to make the entitlements of homeless people more clear
- better IT helpdesk responses to clients
- improvements to the website
- streamlined work practices, particularly for storage and retrieval of documents to answer elector inquiries
- electronic logging of internal and external feedback by staff.

The AEC is standardising its collection and reporting of customer feedback, which will facilitate more detailed and systematic reporting for the 2004–05 annual report. This improved collation and analysis of data will enable the AEC to evaluate its performance against customer service benchmarks more effectively.

INTERNAL AUDIT ARRANGEMENTS

AEC internal audit is an independent function, which falls under the responsibility of the Deputy Electoral Commissioner and reports directly to the AEC Business Assurance Committee. The AEC's internal audit program is conducted through an external services provider, WalterTurnbull.

Representatives of the Australian National Audit Office (ANAO) and the AEC's internal auditors attend meetings of the Business Assurance Committee to report on the AEC's external and internal audit program and other matters of relevance. The focus of audit reviews over 2003–04 was on examining and reporting on the effectiveness of key financial management systems at the head office level and on reviewing the business processes of certain key corporate functions.

The AEC's risk management policy and plan provide a formal framework for managing and monitoring identified risks as an integrated part of business planning. These documents are available to staff via the AEC intranet.

The AEC is in the process of updating its business continuity plan, adding value by applying risk management techniques and principles to planning, administration and delivery of projects and policies. The AEC has undertaken to revise its approach to business continuity management in line with the findings of ANAO Report No. 53 2002–03, *Business continuity management—follow-on audit, June 2003*, and guidance from the ANAO Better Practice Guide, Standards Australia HB 221:2003, *Business continuity management—handbook* and the Business Continuity Institute PAS 56:2003. To this end, the AEC has developed a standard methodology and educated business units in its application. Business units are using this methodology to revise their business continuity management program documentation.

The AEC endorsed its 2004–06 Electoral Fraud Control Plan in March 2004. Both the Electoral Fraud Control Plan and the AEC's 2001–03 corporate fraud control plan ensure compliance with the Commonwealth's Fraud Control Policy and Guidelines. Both plans identify areas of risk and contain strategies to prevent or minimise the incidence of fraud within the AEC.

ETHICAL STANDARDS

The AEC Standard of Conduct policy provides direction about the general expectations for the conduct and behaviour of AEC employees, and incorporates and reinforces the Australian Public Service (APS) Values and Code of Conduct. During 2003–04, the AEC provided training to all staff on the AEC and APS values and code of conduct. The training sessions guided employees on the practical application of AEC and APS values.

SENIOR EXECUTIVE REMUNERATION

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

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

The Electoral Commissioner determines performance pay for the AEC's statutory appointees within the Remuneration Tribunal parameters. The Electoral Commissioner also determines performance pay for the AEC's senior executive staff employed under the *Commonwealth Electoral Act 1918*. Table 26 lists base bands for statutory appointees and senior executive staff of the AEC.

Table 26 **Base salary bands for statutory appointees and senior executive staff within AEC**

Remuneration band in \$	Number of staff
80,000–89,999	2
90,000–99,999	4
100,000–109,999	5
110,000–119,999	2
120,000–129,999	2
130,000–139,999	0
140,000–149,999	1
150,000–159,999	1

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

SOCIAL JUSTICE AND EQUITY

On 14 November 2003, the AEC and the Human Rights and Equal Opportunity Commission jointly hosted a consultative meeting of representatives of the peak disability organisations, with 10 organisations represented. The meeting constructively discussed a wide range of matters relating to access to AEC services by people with disabilities. Comments indicated that all participants found the meeting very useful and informative. It is expected that this meeting will form the basis for regular dialogue between the AEC and peak disability organisations.

External scrutiny

Financial statement audits

The audit of the AEC's 2003–04 financial statements under section 57 of the *Financial Management and Accountability Act 1997* was carried out by the Auditor-General. The audit report on the 2003–04 financial statements was unqualified.

Performance audits

The Auditor-General issued one report specific to the AEC during the financial year (ANAO Audit Report No. 39 2003–04, *Integrity of the electoral roll—follow-up audit*). This is reported against Outcome 1 in this report.

The ANAO tabled four cross-agency reports in Parliament involving the AEC:

- ANAO Audit Report No. 5, *The Senate Order for departmental and agency contracts* (Autumn 2003)
- ANAO Audit Report No. 24, *Agency management of special accounts*
- ANAO Audit Report No. 25, *Intellectual property policies and practices in Commonwealth agencies*
- ANAO Audit Report No. 31, *The Senate Order for departmental and agency contracts* (Financial Year 2002–03 compliance).

Resourcing review

The AEC completed a joint resourcing review with the Department of Finance and Administration. The review was conducted over a two-year period and involved an extensive review of AEC inputs, processes, cost drivers and core requirements.

The outcome of the review was that the AEC received additional funding to maintain its core capability to meet its statutory obligations under the *Commonwealth Electoral Act 1918*. Additional net funding of \$28.1 million is being provided to the AEC over five years from 2003–04.

It has been agreed that a further review of AEC's performance will be undertaken jointly with the Department of Finance and Administration in 2006–07.

Management of human resources

MANAGING AND DEVELOPING OUR PEOPLE

During 2003–04, the AEC implemented key programs in the areas of leadership development, financial management and business and budget planning.

Through training for all AEC employees, the AEC placed significant emphasis on embedding the APS and AEC values and code of conduct in its organisational culture and practices.

The AEC also began a political management program for senior and executive-level employees.

Work continued on developing employees' capabilities in organisational development and design. The aims are to align the organisational structure with future needs and to provide better career development and progression for employees.

Managing performance

The second cycle of the AEC's Performance Management Program began in July 2003 and was completed in June 2004. From 1 July 2004, salary advancement for eligible employees will depend on satisfactory assessment through the program. The AEC will review the effectiveness of the program after two years. The review will consider:

- the appropriateness of a three-point rating scale, compared with possible four-point or five-point scales
- the introduction of accelerated progression
- multisource feedback.

Developing leadership

All AEC senior and executive-level managers participated in periodic multilevel feedback during 2003–04 to assess their leadership skills against the AEC leadership behavioural model. In this process, face-to-face meetings between managers and their staff identify further possibilities for better leadership and help the managers to identify individual development options.

A series of three-day residential leadership development programs for the executive-level group were held during the year. The senior executive group provided input to the program design and participated in feedback sessions with executive-level managers as part of the program.

The senior executive group members completed individual and group development activities to further improve their individual and corporate leadership capabilities.

A leadership development recall day was held in December 2003 for all AEC senior and executive-level managers. The purpose of the recall was to review the outcomes of the program to date and to agree on key leadership challenges and directions for the AEC.

Improving financial management and business planning

A series of workshops were conducted for the AEC's senior and executive-level managers to build understanding of the AEC's financial management framework and to improve its business planning processes.

Embedding APS and AEC values

Training for all staff in the APS and AEC values and code of conduct took place at the end of 2003–04. Further development activities and support mechanisms will be instituted in 2004–05 to strengthen employee understanding and commitment to appropriate values and behaviours in the workplace.

Redesigning work arrangements

Work continued on exploring different ways of working across a small number of metropolitan divisional offices in each State. Employees in those offices and their representatives, together with their managers, redesigned work arrangements to improve operational effectiveness and enhance career prospects. New work designs are in the process of being implemented and will be evaluated over 12 months.

Consolidating and improving corporate services

Consolidation of all the AEC's corporate service functions was completed on schedule in October 2003. Some structural changes and a large-scale review of processes were needed to accommodate the consolidation and to streamline work practices.

During the year, corporate services staff took part in a customer feedback workshop with internal customers in central office. The workshop identified areas for service improvement, and a working party of corporate services staff will develop strategies to achieve this. Open days for central office allowed all corporate services sections to explain their key functions and responsibilities for service delivery.

Preventing workplace harassment

During 2003–04, the AEC continued its strategy of zero tolerance for workplace harassment. Refresher training was provided for all workplace harassment contact officers in the States and Territories.

Each meeting of the Strategic Advisory Committee considered the quarterly activity summary from the network of workplace harassment contact officers in all States and Territories. The summary provided information about the number of requests for initial advice, the category of harassment reported, the status of the incidents (including whether a formal investigation was underway), the hours devoted to providing advice and undertaking promotional activities as part of the role, and other general feedback focused on improving the effectiveness of the strategy.

The results of the staff survey show that the strategy has resulted in a significant decrease in the number of employees who feel they have been subject to workplace harassment. The results indicate a reduction, from 2001 to 2003, of just over 50 per cent in the number of workplace harassment complaints.

Workforce planning, staff retention and turnover

Development of an AEC workforce planning model is a major initiative under the Corporate Services Branch Business Plan 2003–05.

In January 2004, the AEC commissioned an independent company to conduct a maturity assessment of its key human resource policies, processes and practices to gauge their effectiveness, efficiency, alignment and integration.

The review recommended adoption of an AEC People Management Framework that places more emphasis on strategic policy advice and alignment with AEC business outcomes. Workforce planning was identified as a key human resources area to be addressed over the short to medium term. A draft workforce plan development tool has been developed as part of the proposed framework.

An establishment mapping project was undertaken in 2003–04 to ensure the integrity of workforce planning data stored in the AEC's Human Resource Management Information System.

Appendix A gives an overview of AEC staffing.

Training and development

Supporting the themes and strategies of the AEC strategic plan continued to be the major focus of learning and development activities during the year—particularly in relation to the Performance Management Program, job design, leadership development, and the APS and AEC values and code of conduct.

As part of the Performance Management Program, all employees identified development goals for 2003–04. Individual skills and career development continued to be offered through the AEC's Studybank and internal mobility programs, and funds were allocated for training at the State and Territory level. The AEC continued to support employees undertaking the certificate and diploma courses in electoral governance offered by Griffith University through distance education.

As part of the AEC's internal professional development program, Building Resources in Democracy, Governance and Elections (BRIDGE) programs were conducted in most States and Territories; approximately a hundred staff attended.

The AEC also became involved in the Australian Public Service Commission's Human Resource Capability Development Program.

Values and behaviours programs were run in all States and Territories to increase awareness in this area.

The AEC has developed its e-learning capabilities and has implemented its first e-learning program in occupational health and safety.

CERTIFIED AGREEMENT AND AUSTRALIAN WORKPLACE AGREEMENTS

Features and impacts of the Certified Agreement

The AEC Certified Agreement 2004–07 applies to all AEC staff employed under the *Public Service Act 1999*. The agreement was certified on 28 June 2004 after long negotiations during 2003–04, and has a nominal expiry date of 28 June 2007.

The new agreement will enable the AEC to attract, retain and develop high-quality employees to deliver the business outputs and outcomes agreed with government.

The agreement will contribute to effective human resource management and development through competitive remuneration, salary advancement in accordance with performance management arrangements, and the non-salary features listed below.

Non-salary benefits

Non-salary benefits in the agreement include:

- flexible working arrangements (for example, part-time work)
- the ability to purchase up to four weeks additional leave
- the 'shutdown' of all offices between the Christmas and New Year period (employees are not required to use annual recreation leave or flexitime for their absence on working days during this period; this is offset by an increase in standard daily working hours from seven hours and 21 minutes to seven hours and 30 minutes)
- access to an increased number of days of personal leave without a medical certificate
- access to personal leave for parenting purposes
- recognition of domestic travel within the bandwidth for flexitime purposes
- recrediting of purchased leave for use in the same purchased leave year, subject to satisfactory medical evidence
- study assistance for employees undertaking approved courses of study
- improved career development through doubling of the mobility fund
- 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
- an increase in the minimum payment for emergency duty from two to three hours at double time.

Performance improvement

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

- improving business processes
- developing a sustainable organisation with effective client service delivery
- reducing unscheduled absences
- improving injury management
- embedding APS and AEC values in all aspects of work behaviour.

Salary ranges

The salary bands available for employees under the AEC Certified Agreement 2004–07 are shown in Table 27.

Table 27 Salary ranges by classification structure

Remuneration band in \$	Employee classification
29,942–33,093	Australian Public Service Level 1
33,886–37,579	Australian Public Service Level 2
38,597–42,298	Australian Public Service Level 3
43,018–47,142	Australian Public Service Level 4
47,980–52,583	Australian Public Service Level 5
53,112–59,529	Australian Public Service Level 6
66,329–73,780	Executive Level 1
76,465–86,712	Executive Level 2

Australian Workplace Agreements

The AEC offers a flexible approach to employment, allowing employees to choose between an AWA and the AEC Certified Agreement. AWAs are available to all employees covered by the *Public Service Act 1999*. Existing AWAs in the AEC are linked to terms and conditions contained in the AEC Certified Agreement 2004–07.

There was a significant increase in the number of employees who applied for AWAs during 2003–04, with 283 employees choosing an AWA. The classifications and numbers of staff covered by AWAs in 2003–04 are shown in Table 28.

Table 28 AEC employees covered by Australian Workplace Agreements

Classification	Staff covered
Senior executives	8
Executive Levels 1–2	79
APS Levels 1–6	211
Total	298

PERFORMANCE PAY

No AEC employees engaged under the *Public Service Act 1999* receive performance pay.

Salary and performance pay for those statutory appointees designated as Principal Executive Officers under the *Remuneration Tribunal Act 1973* and employed under the *Commonwealth Electoral Act 1918* are 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 is determined by the Electoral Commissioner in line with the AEC senior executive performance appraisal guidelines.

A total of 17 statutory appointees and senior executives were eligible for performance pay during 2003–04. The aggregated amount paid during the year was \$223,242. The performance pay average was 8.73 per cent of the employee's total remuneration (including all items of remuneration, not just superannuable salary), with the minimum payment being \$5,904 and the maximum \$26,741.

OCCUPATIONAL HEALTH AND SAFETY AND WORKERS COMPENSATION

The AEC's occupational health and safety (OH&S) plan for 2003–06 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 21 new claims for workers compensation in 2003–04. This year the AEC continued to focus on managing workers compensation by improving injury management practices and enhancing premium management. The AEC Occupational Health and Safety (OH&S) Injury Management Plan 2003–06 was approved in September 2003.

WORKPLACE DIVERSITY AND EQUAL EMPLOYMENT OPPORTUNITY

The AEC's 2003–06 workplace diversity program has the following objectives:

- 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 the AEC's 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 in 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.

The AEC continues to include a mandatory criterion relating to workplace diversity in the selection criteria for all recruitment.

Table 29 shows how particular groups were represented among AEC staff in 2003–04.

Table 29 Equal employment opportunity profile at 30 June 2004

	Total ^a staff	Female	CLDB	ATSI	PWD
Senior executive staff engaged under section 35(1)(b) of the <i>Commonwealth Electoral Act 1918</i> and Australian Electoral Officers	17	4	1	0	0
Executive Level 2	22	8	2	0	0
Executive Level 1	75	26	7	0	1
Australian Public Service Level 6	209	70	18	2	8
Australian Public Service Level 5	55	27	6	0	0
Australian Public Service Level 4	58	41	8	0	0
Australian Public Service Level 3	187	121	15	0	5
Australian Public Service Level 2	304	268	20	2	7
Australian Public Service Level 1	2	1	0	0	0
Total	929	566	77	4	21

ATSI = people from Aboriginal or Torres Strait Islander backgrounds; CLDB = people from culturally or linguistically diverse backgrounds; PWD = people with disabilities

^a This includes all staff (operative/inoperative and ongoing/non-ongoing) employed under the *Public Service Act 1999*, senior executive staff engaged under s. 35(1)(b) of the *Commonwealth Electoral Act 1918* and Australian electoral officers in the AEC on 30 June 2004.

Source: Perspect HR System

Purchasing

Performance against 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 unit's primary function is to ensure that the AEC meets all its obligations in contracting, including the core purchasing principles and government purchasing policy and guidelines.

During the reporting period the Contracts and Procurement Advisory Unit continued to ensure that contract activity within the AEC was undertaken in accordance with the AEC Chief Executive Instructions and met the core requirements set out in the Commonwealth Procurement Guidelines and Best Practice Guidance, namely:

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

During 2003–04, the AEC significantly improved its procurement and contracting functions through continuing in-house contract training for staff involved in contract activity. This training is reinforced by proactive advice and assistance provided to all staff by the Contracts and Procurement Advisory Unit within the Corporate Services Branch.

Assets management

Management of physical assets

The AEC's major fixed asset group, IT Desktop Services and Hardware, is specifically managed through the AEC IT Support Help Desk. Office fit-out is managed through the AEC's outsourced property services arrangements. The remaining fixed assets 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 a range of computer programs for 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 as needed.

Consultants and competitive tendering and contracting

CONSULTANCIES

A total of eight consultancies were let during 2003–04 and the expenditure on current consultancies in the financial year was \$744,194. Appendix G contains detailed information on consultancy contracts let to the value of \$10,000 or more during the year. It also contains a summary of the AEC's policy on the selection and engagement of consultants.

COMPETITIVE TENDERING AND CONTRACTING

The AEC's outsourcing arrangements comply with the principles specified in the *Commonwealth Procurement Guidelines*, ensuring value for money, efficient, effective and ethical use of resources, and accountability and transparency.

In 2003–04, there were no contractual provisions prevented from being accessed by the Auditor-General. No contracts were exempt from publication in the Purchasing and Disposal Gazette.

The AEC's competitive tendering and outsourcing arrangements for the year are described in the following paragraphs.

Audit services

Audit services were contracted out in 2001 following market testing. Internal audit services continue to be provided under contract to WalterTurnbull.

AEC legal panel

In May 2003, a panel contract for the provision of legal services was established to comply with Australian Government reforms (*Judiciary Amendment Act 1999*). Legal services continue to be provided to the AEC through the use of four panel members: the Australian Government Solicitor, Deacons, Minter Ellison and Sparke Hellmore Solicitors.

Information and communications technology infrastructure services

The AEC maintains outsourced information and communications technology arrangements through its membership of the Cluster 3 group of agencies. The services include the provision by CSC Australia of mainframe and mid-range data centre and gateway services. During the period, Cluster 3 took up an option under its telecommunications services agreement with Optus to extend the provision of telecommunications services for a further two years from 1 July 2005. The Optus arrangement with the AEC includes the provision of data, voice and web hosting services.

Property management services

Property management services were first outsourced by the AEC in 1995, and are currently provided under contract by CB Richard Ellis. The external provision of these services continues to successfully fulfil the AEC's requirements, which arise from a large and geographically diverse property portfolio.

Market testing

Market testing of services provided either in-house or by other government agencies was not considered during the reporting period.

The centralisation of corporate services delivery to central office in Canberra and downsizing of the corporate services cells within each State were achieved, providing opportunities for process review and streamlining. Consideration will be given to market testing some elements of corporate services after the consolidation of these services has been fully implemented and reviewed.

Providing access for people with disabilities

DISABILITY ACTION PLAN

Following completion the previous year, the AEC's disability action plan was provided to all AEC staff via the intranet, posted on the AEC's website, and produced in hard copy, audio book and braille formats. The plan has also been presented at relevant meetings in large print format.

Designed to meet the requirements of the *Disability Discrimination Act 1992* and the Commonwealth Disability Strategy, the plan was developed after broad consultation with a range of peak and other disability organisations and with people with disabilities.

The AEC initiated a consultative meeting, jointly hosted by the Human Rights and Equal Opportunity Commission, with representatives of 10 peak disability organisations. The meeting enabled a frank exchange of views and a better understanding of many concerns shared by the disability sector and the AEC. The meeting produced a range of recommendations, one of which will be implemented after the next federal election—a consultative forum will be established. Participants' comments indicated that the meeting was very successful.

The AEC also made a presentation at a meeting of the government's National Disability Advisory Committee, where a broad range of issues were discussed.

COMMONWEALTH DISABILITY STRATEGY

The Commonwealth Disability Strategy assigns five core roles to government bodies: policy adviser, regulator, purchaser, provider and employer. The AEC's performance in each role is described below.

Policy adviser

Managing the electoral roll is a major function of the AEC. The introduction of continuous roll update has helped to ensure that all electors, including those with disabilities, are on the electoral roll and that their details are correct. By mailing enrolment information and forms direct to electors, and by making them available on the internet, the AEC has reduced the need for people to visit their divisional offices or other places to obtain this material.

Regulator

The AEC has a very minor regulatory role, mainly in the scrutiny of donations to political parties and of the disclosure of related information. The AEC ensures that this information is available through the internet and by telephone typewriter.

Purchaser

Arrangements have been made for at least one wheelchair-accessible voting screen to be provided in each polling place with full or assisted wheelchair access at the next federal election. The screen was first developed and produced by the AEC for the 2001 federal election. All polling places are provided with desktop voting screens as a service to those electors who prefer to sit down when completing their ballot papers.

At the next federal election, all voting screens will have a broad coloured stripe on the leading edge, thereby providing a luminous distinction to assist the depth perception of sight-impaired electors.

Provider

Many of the AEC's services are specifically targeted to assist people with disabilities. Initiatives in place for the next federal election include:

- undertaking a major program of polling place inspections to ensure that access categories are correct
- providing electoral information in a range of alternative formats, including braille, large print, audio cassette and audio file, through a range of media
- advertising polling places with full or assisted wheelchair access, in the media, through the AEC's call centres, on the internet and through peak State, Territory and national disability organisations
- promoting and advertising alternative methods of voting, such as postal and pre-poll voting, through the AEC's election advertising campaign
- publishing a broad range of election and other electoral information on the internet
- providing mobile polling facilities to hospitals and nursing homes
- having a national telephone inquiries number and a high-capacity call centre operation, including a cell of very highly trained staff to assist people with difficulties
- delivering a leaflet to all householders approximately two weeks before the election.

In recent years the accessibility of polling places has been under increased scrutiny. In line with the AEC's aim to provide the best polling facilities available, amendments have been made to legislation, policy and procedures to ensure the best possible service to electors with disabilities. Those legislative amendments have included procedures to enable polling

officials to assist electors to complete their ballot papers and to take voting materials and ballot papers outside the polling place so that electors who cannot physically enter a polling place are able to cast their vote. Inspections are made of all likely polling venues prior to a federal election and those venues are rated for their accessibility to electors with mobility disabilities. While preference is given to accessible venues, the AEC is unable to guarantee accessibility.

The AEC also makes its education and information services available to people with disabilities, and this client group is targeted by the AEC's new Public Awareness National Action Plan. Staff at the AEC's Melbourne Electoral Education Centre have begun work on the implementation of the plan for these clients. The AEC continues to make available a range of information about the electoral process in a variety of formats, including through printed material, the national telephone inquiry number and telephone typewriter facilities.

The AEC website meets Government Online standards for providing access for people with disabilities.

Employer

During 2003–04, 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. The AEC's reasonable adjustment policy also ensures that the equipment and work arrangements of employees with disabilities can be adjusted to enable them to work effectively.

For further information about workplace diversity and equal employment opportunity, see page 102.

Discretionary grants

The AEC did not administer any discretionary grants in 2003–04.

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Annual Report

Financial Statements



2003-04



INDEPENDENT AUDIT REPORT

To the Special Minister of State

Scope

The financial statements comprise:

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

of the Australian Electoral Commission for the year ended 30 June 2004.

The Agency's Chief Executive is responsible for the preparation and true and fair presentation of the financial statements in accordance with the Finance Minister's Orders. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial statements.

Audit approach

I have conducted an independent audit of the financial statements in order to express an opinion on them to you. My audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing and Assurance Standards, in order to provide reasonable assurance as to whether the financial statements are free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

While the effectiveness of management's internal controls over financial reporting was considered when determining the nature and extent of the procedures, the audit was not designed to provide assurance on internal controls.

I performed procedures to assess whether, in all material respects, the financial statements present fairly, in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, Accounting Standards and other mandatory financial reporting requirements in Australia, a view which is consistent with my understanding of the Agency's

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financial position, and of its performance as represented by the statements of financial performance and cash flows.

The audit opinion is formed on the basis of these procedures, which included:

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial statements; and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the Chief Executive.

Independence

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate Australian professional ethical pronouncements.

Audit Opinion

In my opinion the financial statements:

- have been prepared in accordance with Finance Minister's Orders made under the *Financial Management and Accountability Act 1997* and applicable Accounting Standards; and
- give a true and fair view, of the matters required by 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 2004, 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

6 August 2004



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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 2004 are based on a properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*.

A K Becker
Electoral Commissioner
6 August 2004

M P Nelson
Chief Finance Officer
6 August 2004

AUSTRALIAN ELECTORAL COMMISSION
STATEMENT OF FINANCIAL PERFORMANCE

for the year ended 30 June 2004

	Notes	2004 \$'000	2003 \$'000
Revenues from ordinary activities			
Revenues from Government	3A	99,330	92,507
Goods and services	3B	8,204	15,492
Interest	3C	–	1,282
Revenue from sale of assets	3D	15	11
Other revenues	3E	657	1,174
Revenues from ordinary activities		108,206	110,466
Expenses from ordinary activities (excluding borrowing costs expense)			
Employees	4A	55,315	50,015
Suppliers	4B	47,471	43,776
Depreciation and amortisation	4C	7,916	6,491
Value of assets sold	3D	54	161
Write-down of assets	4D	200	1,320
Expenses from ordinary activities (excluding borrowing costs expense)		110,956	101,763
Borrowing costs expense		–	–
Net surplus / (deficit) from ordinary activities		(2,750)	8,703
Net credit (debit) to asset revaluation reserve		3,911	–
(Decrease) in accumulated results on initial application of transitional provisions in accounting standard AASB1044 Provisions, Contingent Liabilities and Contingent Assets	9A	–	(811)
Total revenues, expenses and valuation adjustments recognised directly in equity		3,911	(811)
Total changes in equity other than those resulting from transactions with the Australian Government as owner		1,161	7,892

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

AUSTRALIAN ELECTORAL COMMISSION
STATEMENT OF FINANCIAL POSITION

as at 30 June 2004

	Notes	2004 \$'000	2003 \$'000
ASSETS			
Financial assets			
Cash	5A	5,644	3,349
Receivables	5B	28,302	26,689
Capital use charge receivable		–	371
Total financial assets		33,946	30,409
Non-financial assets			
Land and buildings	6A,D	6,363	4,355
Infrastructure, plant and equipment	6B,D	8,458	7,928
Intangibles	6C,D	7,575	8,241
Inventories	6E	3,513	1,808
Other non-financial assets	6F	839	737
Total non-financial assets		26,748	23,069
Total Assets		60,694	53,478
LIABILITIES			
Provisions			
Employees	7A	19,611	19,672
Other Provisions	7B	1,972	2,247
Total provisions		21,583	21,919
Payables			
Suppliers	8A	8,012	3,200
Other Payables	8B	940	368
Total payables		8,952	3,568
Total Liabilities		30,535	25,487
NET ASSETS		30,159	27,991
EQUITY			
Contributed equity	9A	5,068	4,061
Reserves	9A	21,308	17,397
Retained surpluses	9A	3,783	6,533
TOTAL EQUITY	9A	30,159	27,991
Current assets		38,298	32,954
Non-current assets		22,396	20,524
Current liabilities		20,167	15,487
Non-current liabilities		10,368	10,000

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 2004

	Notes	2004 \$'000	2003 \$'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		11,530	18,049
Appropriations		94,164	92,441
Net GST received from ATO		3,329	2,859
Interest		–	1,327
Other		546	1,193
Total cash received		109,569	115,869
Cash used			
Employees		55,375	50,201
Suppliers		49,932	54,279
Total cash used		105,307	104,480
Net cash from / (used by) operating activities	10	4,262	11,389
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		15	11
Total cash received		15	11
Cash used			
Purchase of property, plant and equipment		2,841	7,728
Purchase of intangibles		3,035	1,893
Total cash used		5,876	9,621
Net cash (used by) investing activities		(5,861)	(9,610)
FINANCING ACTIVITIES			
Cash received			
Capital use charge		371	–
Capital injection		1,007	–
Cash transferred from the OPA		4,385	–
Total cash received		5,763	–
Cash used			
Cash transferred to the OPA		1,700	24,100
Interest surplus to government		169	–
Total cash used		1,869	24,100
Net cash from financing activities		3,894	(24,100)
Net increase / (decrease) in cash held		2,295	(22,321)
Cash at the beginning of the reporting period		3,349	25,670
Cash at the end of the reporting period	5A	5,644	3,349

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

AUSTRALIAN ELECTORAL COMMISSION **SCHEDULE OF COMMITMENTS**

as at 30 June 2004

	2004 \$'000	2003 \$'000
BY TYPE		
Other commitments		
Operating leases ¹	42,031	48,446
Project commitments ²	9,423	–
Goods and services contracts ³	4,087	–
Total other commitments	55,541	48,446
Commitments receivable ⁴	(41,071)	(2,946)
Net commitments	14,470	45,500
BY MATURITY		
Operating lease commitments		
One year or less	15,772	16,254
From one to five years	25,808	31,810
Over five years	451	382
Total operating lease commitments by maturity	42,031	48,446
Other commitments		
One year or less	12,459	–
From one to five years	1,051	–
Total other commitments by maturity	13,510	–
Commitments receivable		
One year or less	(8,214)	(1,086)
From one to five years	(32,857)	(1,860)
Total commitments receivable by maturity	(41,071)	(2,946)
Net commitments by maturity	14,470	45,500

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

<i>Nature of lease</i>	<i>General description of leasing arrangement</i>
Leases for office accommodation	Lease payments are subject to annual increase in accordance with upward 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. (\$21,614,000)
Agreements for the provision of fleet vehicles	No contingent rentals exist. There are no renewal or purchase options available to the Agency. (\$252,000)
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. (\$20,165,000)

2 Project commitments relate to Federal Elections.

3 Goods and services contracts include IT contractors and internal audit.

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 2004

	2004 \$'000	2003 \$'000
Contingent liabilities		
Claims for damages/costs	20	255
Total Contingent Liabilities	20	255
Contingent assets		
Claims for damages/costs	61	25
Total Contingent Assets	61	25

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	2004 \$'000	2003 \$'000
Revenues Administered on Behalf of Government			
<i>for the year ended 30 June 2004</i>			
Non-taxation revenue			
Goods and services	17A	4,064	3,898
Other	17A	79	246
Total Revenues Administered on Behalf of Government		4,143	4,144
Expenses Administered on Behalf of Government			
<i>for the year ended 30 June 2004</i>			
Grants	17B	–	111
Other	17B	–	2
Total Expenses Administered on Behalf of Government		–	113

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

AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF ADMINISTERED ITEMS (continued)

	Notes	2004 \$'000	2003 \$'000
Assets Administered on behalf of Government			
<i>as at 30 June 2004</i>			
Financial Assets			
Cash	17C	2	2
Receivables	17C	444	1,100
Total Assets Administered on Behalf of Government		446	1,102
Liabilities Administered on behalf of Government			
<i>as at 30 June 2004</i>			
Payables			
Other payables	17D	–	–
Total Liabilities Administered on Behalf of Government		–	–
Net Assets Administered on Behalf of Government	17E	446	1,102
Current Assets		446	1,102
Non-current Assets		–	–
Current Liabilities		–	–
Non-current Liabilities		–	–

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

AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF ADMINISTERED ITEMS (continued)

	Notes	2004 \$'000	2003 \$'000
Administered Cash Flows			
<i>for the year ended 30 June 2004</i>			
Operating Activities			
Cash received			
Rendering of services		4,720	3,754
Other		79	132
Total cash received		4,799	3,886
Cash used			
Political Parties		–	111
Suppliers		–	2
Total cash used		–	113
Net cash from operating activities		4,799	3,773
Net increase in cash held			
Cash at the beginning of the reporting period		2	1
Cash from Official Public Account for:			
– Appropriations		–	113
– Other		11,230	–
		16,031	3,887
Cash to Official Public Account for:			
– Special accounts		–	–
– Other		(16,029)	(3,885)
		(16,029)	(3,885)
Cash at the end of the reporting period	17C	2	2

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

AUSTRALIAN ELECTORAL COMMISSION
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2004 \$'000	2003 \$'000
Administered Commitments		
<i>as at 30 June 2004</i>		
BY TYPE		
Commitments receivable ¹	–	(2,375)
Net administered commitments	–	(2,375)
BY MATURITY		
Commitments receivable		
One year or less	–	(825)
From one to five years	–	(1,550)
Over five years	–	–
Net administered commitments	–	(2,375)

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 2004

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AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 1 Summary of Significant Accounting Policies

1.1 Objectives of the Australian Electoral Commission

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

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

The AEC is structured to meet three outcomes:

Outcome 1: **(An effective electoral roll)**

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

Outcome 2: **(Impartial and independent electoral services)**

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

Outcome 3: **(An informed community)**

An Australian community which is well informed about electoral matters.

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

Administered items managed for the Government by the AEC are primarily the collection of Electoral Fees and Fines 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 Orders (Financial Statements for reporting periods ending on or after 30 June 2004)*);
- Australian Accounting Standards and Accounting Interpretations issued by the Australian Accounting Standards Board; and
- Consensus Views of the Urgent Issues Group.

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

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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

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

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

Administered revenues, expenses, assets and liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis and using the same policies as for Agency items, except where otherwise stated at Note 1.21.

1.3 Changes in Accounting Policy

The accounting policies used in the preparation of these financial statements are consistent with those used in 2002–03.

Property plant and equipment assets are being revalued progressively as explained in Note 1.12. Revaluations up to 30 June 2001 were done on a 'deprival' basis; since that date, revaluations have been done on a fair value basis. Revaluation increments and decrements in each year of transition to fair value that would otherwise be accounted for as revenue or expenses are taken directly to accumulated results in accordance with transitional provisions of AASB 1041 *Revaluation of Non-current Assets*.

In 2002–03, the Finance Minister's Orders introduced an impairment test for non-current assets which were carried at cost and not subject to AAS 10 *Recoverable Amount of Non-current Assets*.

In 2003–04, the impairment test provisions of the FMOs have been extended to cover non-current assets carried at deprival values. There were no indications of impairment for these assets.

1.4 Revenue

Revenues from Government

Amounts appropriated for Departmental outputs appropriations for the year (less any current year savings and reductions) are recognised as revenue, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Savings are amounts offered up in Portfolio Additional Estimates Statements. Reductions are amounts by which appropriations have been legally reduced by the Finance Minister under Appropriation Act No.3 of 2003–04.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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).

Other Revenue

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

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

Receivables for goods and services are recognised at the nominal amounts due less any provision for bad and doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collectability of the debt is judged to be less rather than more likely.

Interest revenue is recognised on a time proportionate basis that takes into account the effective yield on the relevant asset.

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

1.5 Transactions with the Government as Owner

Equity injections

Amounts appropriated which are designated as 'equity injections' for a year (less any savings offered up in Portfolio Additional Estimates Statements) are recognised directly in Contributed Equity 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.

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, sick leave are measured at their nominal amounts. Other employee benefits expected to be settled within 12 months of the reporting date are also measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

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

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

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the AEC is estimated to be less than the annual entitlement for sick leave.

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 Australian Government and is settled by the Australian Government in due course.

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

1.7 Leases

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

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

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

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

AUSTRALIAN ELECTORAL COMMISSION**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS****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 amounts 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. Cash is recognised at its nominal amount.

1.10 Other Financial Instruments

Government loans are carried at the balance yet to be repaid. Interest is expensed as it accrues unless it is directly attributable to a qualifying asset.

Trade Creditors

Trade creditors and accruals are recognised at their nominal amounts, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Term Deposits

Term deposits are recognised at cost.

Contingent Liabilities and Contingent Assets

Contingent Liabilities (assets) are not recognised in the Statement of Financial Position but are discussed in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability (asset), or represent an existing liability (asset) in respect of which settlement is not probable or the amount cannot be reliably measured. Remote contingencies are part of this disclosure. Where settlement becomes probable, a liability (asset) is recognised. A liability (asset) is recognised when its existence is confirmed by a future event, settlement becomes probable or reliable measurement becomes possible.

1.11 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 of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.12 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, 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).

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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 since that date are at fair value. This change in accounting policy is required by Australian Accounting Standard AASB 1041 *Revaluation of Non-Current Assets*. Valuations undertaken in any year are as at 30 June.

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.

The financial effect of this change in policy relates to those assets recognised at fair value for the first time in the current period where the measurement basis for fair value is different to that previously used for deprival value. The financial effect of the change is given by the difference between the fair values obtained for these assets in the current period and the deprival-based values recognised at the end of the previous period. The financial effect by class is as follows:

<i>Asset class</i>	<i>Increment / (decrement) to asset class</i>	<i>Contra account</i>
Buildings	2004: \$2,505,000	Revaluation Reserve
Plant and equipment	2004: \$1,406,000	Revaluation Reserve

Frequency

Land, buildings, infrastructure, plant and equipment are revalued progressively in accordance with the 'fair value' method of valuation in successive 3-year cycles. In 2003–04, all property plant and equipment have been revalued.

Freehold land, buildings on freehold land and leasehold improvements are each revalued progressively on a geographical basis.

Plant and equipment (P&E) assets, including assets under finance leases, are being revalued by type of asset. Plant and equipment assets have been revalued as at 30 June 2004.

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

The Finance Minister's Orders require that all property plant and equipment assets be measured at up-to-date fair values from 30 June 2005 onwards. The current year is therefore the last year in which AEC will undertake progressive revaluations.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Conduct

All valuations are conducted by an independent qualified valuer.

Depreciation and Amortisation

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

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

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

	2004	2003
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
IT Equipment	3 to 5 years	3 to 5 years

The aggregate amount of depreciation allocated for each class of asset during the reporting period is disclosed in Note 4C.

1.13 Intangibles

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

All software assets were assessed for indications of impairment as at 30 June 2004. An impairment write-down was booked for certain software as at 30 June 2004.

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

Useful lives are:

	2004	2003
Internally developed software	3 to 5 years	3 to 5 years

1.14 Impairment of Non-current Assets

Non-current assets carried at up to date fair value at the reporting date are not subject to impairment testing.

The non-current assets carried at cost or deprival value, which are not held to generate net cash inflows, have been assessed for indications of impairment. Where indications of impairment exist, the carrying amount of the asset is compared to the higher of its net selling price and depreciated replacement cost and is written down to that value if greater.

AUSTRALIAN ELECTORAL COMMISSION**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS****1.15 Inventories**

No inventory is held for resale.

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

1.16 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.

1.17 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.

1.18 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.

1.19 Comparative Figures

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

1.20 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.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.21 Reporting of Administered Activities

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

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

Administered Cash Transfers to and from Official Public Account

Revenue collected by AEC for use by the Government rather than the AEC is Administered Revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the AEC on behalf of the Government and reported as such in the Statement of Cash Flows in the Schedule of Administered Items and in the Administered Reconciliation Table in Note 17E. Thus the Schedule of Administered Items largely reflects the Government's transactions, through the AEC, with parties outside the Government.

Revenue

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

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.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 2 Adoption of AASB Equivalents to International Financial Reporting Standards from 2005–2006.

The Australian Accounting Standards Board has issued replacement Australian Accounting Standards to apply from 2005–06. The new standards are the AASB Equivalents to International Financial Reporting Standards (IFRSs) which are issued by the International Accounting Standards Board. The new standards cannot be adopted early. The standards being replaced are to be withdrawn with effect from 2005–06, but continue to apply in the meantime.

The purpose of issuing AASB Equivalents to IFRSs is to enable Australian entities reporting under the *Corporations Act 2001* to be able to more readily access overseas capital markets by preparing their financial reports according to accounting standards more widely used overseas.

For-profit entities complying fully with the AASB Equivalents will be able to make an explicit and unreserved statement of compliance with IFRSs as well as with the AASB Equivalents.

It is expected that the Finance Minister will continue to require compliance with the Accounting Standards issued by the AASB, including the AASB Equivalents to IFRSs, in his Orders for the Preparation of Agency financial statements for 2005–06 and beyond.

The AASB Equivalents contain certain additional provisions which will apply to not-for-profit entities, including Australian Government agencies. Some of these provisions are in conflict with the IFRSs and therefore AEC will only be able to assert compliance with the AASB Equivalents to the IFRSs.

Existing AASB standards that have no IFRS equivalent will continue to apply, including in particular AAS 29 *Financial Reporting by Government Departments*.

Accounting Standard AASB 104X *Disclosing the impact of Adopting Australian Equivalents to IFRSs* requires that the financial statements for 2003–04 disclose:

- An explanation of how the transition to the AASB Equivalents is being managed, and
- A narrative explanation of the key differences in accounting policies arising from the transition.

The purpose of this Note is to make these disclosures.

Management of the transition to AASB Equivalents to IFRSs

AEC has taken the following steps for the preparation towards the implementation of AASB Equivalents:

- The AEC's Business Assurance Committee is tasked with oversight of the transition to and implementation of the AASB Equivalents to IFRSs. The Chief Finance Officer is formally responsible for the project and reports regularly to the Business Assurance Committee on progress against the formal plan approved by the Committee.
- The plan requires the following key steps to be undertaken and sets deadlines for their achievement:
 - Identification of all major accounting policy differences between current AASB standards and the AASB Equivalents to IFRSs progressively to 30 June 2004.
 - Identification of systems changes necessary to be able to report under the AASB Equivalents, including those necessary to enable capture of data under both sets of rules for 2004–05, and the testing and implementation of those changes.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

- Preparation of a transitional balance sheet as at 1 July 2004, under AASB Equivalents, within two months of 30 June 2004.
- Preparation of a AASB Equivalent balance sheet at the same time as the 30 June 2005 statements are prepared.
- Meeting reporting deadlines set by Finance for 2005–06 balance sheet under AASB Equivalent Standards.

Major changes in accounting policy

Changes in accounting policies under AASB Equivalents are applied retrospectively i.e. as if the new policy had always applied. This rule means that a balance sheet prepared under the AASB Equivalents must be made as at 1 July 2004, except as permitted in particular circumstances by AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards*. This will enable the 2005–06 financial statements to report comparatives under the AASB Equivalents also.

Changes to major accounting policies are discussed in the following paragraphs.

Property Plant and Equipment

It is expected that the Finance Minister's Orders will require property plant and equipment assets carried at valuation in 2003–04 to be measured at up-to-date fair value from 2005–06. This differs from the accounting policies currently in place for these assets which, up to and including 2003–04, have been revalued progressively over a 3-year cycle and which currently include assets at cost (for purchases since the commencement of a cycle) and at deprival value (which will differ from their fair value to the extent that they have been measured at depreciated replacement cost when a relevant market selling price is available).

However, it is important to note that the Finance Minister requires these assets to be measured at up-to-date fair values as at 30 June 2005. Further, the transitional provisions in AASB 1 will mean that the values at which assets are carried as at 30 June 2004 under existing standards will stand in the transitional balance sheet as at 1 July 2004.

Borrowing costs related to qualifying assets are currently capitalised. It is understood that the FMOs for 2005–06 will elect to expense all borrowing costs under the new AASB Equivalent standard. Accordingly, borrowing costs capitalised as at 1 July 2004 will be derecognised.

Intangible Assets

AEC currently recognises internally-developed software assets on the cost basis. The carrying amounts include amounts that were originally measured at deprival valuation and subsequently deemed to be cost under transitional provisions available on the introduction of AAS 38 *Revaluation of Non-current Assets* in 2000–01 and AASB 1041 of the same title in 2001–02.

The AASB Equivalent on Intangibles does not permit intangibles to be measured at valuation unless there is an active market for the intangible. AEC's internally-developed software is specific to the needs of the Agency and is not traded. Accordingly, AEC will derecognise the valuation component of the carrying amount of these assets on adoption of the AASB Equivalent.

Impairment of Non-Current Assets

AEC's policy on impairment of non-current assets is at note 1.13.

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

Under the new AASB Equivalent Standard, these assets will be subject to assessment for impairment and, if there are indications of impairment, measurement of any impairment. (Impairment measurement must also be done, irrespective of any indications of impairment, for intangible assets not yet available for use). The impairment test is that the carrying amount of an asset must not exceed the greater of (a) its fair value less costs to sell and (b) its value in use.

Inventory

AEC recognises inventory not held for sale at cost, except where no longer required, in which case net realisable value is applied.

The new AASB Equivalent standard will require inventory held for distribution for no consideration or at a nominal amount to be carried at the lower of cost or current replacement cost.

Employee Benefits

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. Under the new AASB Equivalent standard, the same discount rate will be used unless there is a deep market in high quality corporate bonds, in which case the market yield on such bonds must be used.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
Note 3 Operating Revenues		
Note 3A Revenues from Government		
Appropriations for outputs	99,264	92,441
Resources received free of charge	66	66
Total revenues from government	99,330	92,507
Note 3B Goods and Services		
Goods	4,181	4,123
Services	4,023	11,369
Total sales of goods and services	8,204	15,492
Provision of goods to:		
Related entities	–	–
External entities	4,181	4,123
Total sales of goods	4,181	4,123
Rendering of services to:		
Related entities	–	–
External entities	4,023	11,369
Total rendering of services	4,023	11,369
Note 3C Interest Revenue		
Interest on deposits	–	1,282
Note 3D Net Gains from Sales of Assets		
Land and buildings:		
Proceeds from disposal	9	–
Net book value of assets disposed	–	–
Net gain from disposal of land and buildings	9	–
Plant and equipment:		
Proceeds from disposal	6	11
Net book value of assets disposed	(54)	(161)
Net loss from disposal of plant and equipment	(48)	(150)
TOTAL proceeds from disposals	15	11
TOTAL value	(54)	(161)
TOTAL net loss from disposal of assets	(39)	(150)
Note 3E Other Revenue		
Sundry revenue	657	803
Write-off disputed creditors	–	371
Total other revenue	657	1,174

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
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Note 4 Operating Expenses

Note 4A Employee Expenses

Wages and salary	43,721	43,344
Superannuation	7,282	4,493
Long service leave entitlements	2,180	1,404
Separation and redundancies	1,772	423
Total employee benefits expense	54,955	49,664
Worker compensation premiums	360	351
Total employee expenses	55,315	50,015

Note 4B Supplier Expenses

Goods and services from external entities	26,255	23,541
Operating lease rentals	21,216	20,235
Total supplier expenses	47,471	43,776

Note 4C Depreciation and Amortisation

Depreciation of property, plant and equipment	4,241	3,216
Amortisation of computer software	3,675	3,275
Total depreciation and amortisation	7,916	6,491

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	1,358	1,621
Plant and equipment	2,879	1,591
Computer software	3,675	3,275
Total depreciation and amortisation	7,916	6,491

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

Note 4D Write down of assets

Financial assets

Bad and doubtful debts expense	75	44
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Non-financial assets

Leasehold improvements	19	–
Plant & equipment – write-off on disposal	106	1,165
Intangibles – impairment write-off	–	111
Total write-down of assets	200	1,320

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
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Note 5 Financial Assets**Note 5A Cash**

Cash at bank	5,613	3,319
Cash on hand	31	30
Total cash	5,644	3,349

Under banking arrangements in place up to 1 July 2003, monies in AEC's bank accounts were placed on term deposit in the Official Public Account and earned interest on the daily balance at rates based on money market call rates. Since 1 July 2003, no interest is earned on AEC's bank balances.

Note 5B Receivables

Goods and services	753	902
Less: Provision for doubtful debts	(120)	(45)
	633	857
Appropriation receivable:		
Undrawn	7,974	10,659
Electoral and Referendum Amendment Act (No 1) 1999	13,441	13,441
	21,415	24,100
Accrued appropriation	5,100	–
Accrued revenue	86	794
GST receivable from the ATO	1,063	938
Other	5	–
Total receivables (net)	28,302	26,689

All receivables are current assets.

Receivables (gross) are aged as follows:

Not overdue	27,669	25,832
Overdue by:		
Less than 30 days	630	511
30 to 60 days	3	258
60 to 90 days	–	2
More than 90 days	120	131
	753	902
Total receivables (gross)	28,422	26,734

Provision for doubtful debts are aged at more than 90 days.

All receivables are with entities external to the Commonwealth. Credit terms are net 30 days (2003: 30 days).

Appropriations receivable undrawn are appropriations controlled by AEC but held in the Official Public Account under the Government's just-in-time drawdown arrangements.

Appropriation receivable for the Electoral and Referendum Amendment Act are quarantined funds.

Accrued appropriation is funding from the recently completed Resourcing Review.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
Note 6 Non-Financial Assets		
Note 6A Land and buildings		
Freehold land		
– at 2001 valuation (deprival)	–	40
– at 2004 valuation (fair value)	40	–
Total freehold land	40	40
Buildings on freehold land		
– at 2001 valuation (deprival)	–	54
– Accumulated depreciation	–	(19)
	–	35
– at 2004 valuation (fair value)	73	–
Total buildings on freehold land	113	35
Leasehold Improvements		
– at 2001 valuation (deprival)	–	12,788
– Accumulated Amortisation	–	(9,802)
	–	2,986
– at cost	–	1,009
– Accumulated Amortisation	–	(176)
	–	833
– at 2004 valuation (fair value)	14,428	–
– Accumulated Amortisation	(8,211)	–
	6,217	–
– in progress	33	461
Total leasehold improvements	6,250	4,280
Total Land and Buildings (non-current)	6,363	4,355
Note 6B Infrastructure, Plant and Equipment		
Infrastructure, plant and equipment		
– at 2001 valuation (deprival)	–	2,923
– Accumulated depreciation	–	(2,358)
	–	565
– at cost	36	9,511
– Accumulated depreciation	–	(2,148)
	–	7,363
– at 2004 valuation (fair value)	8,422	–
Total Infrastructure, Plant and Equipment (non-current)	8,458	7,928

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
Note 6C Intangibles		
Computer software		
<i>External software</i>		
– at cost	1,452	579
– Accumulated amortisation	(569)	(346)
	<u>883</u>	<u>233</u>
<i>Internally developed software</i>		
– in use – at cost	46,703	45,650
– Accumulated amortisation	(41,430)	(37,952)
	<u>5,273</u>	<u>7,698</u>
– in progress	1,419	310
	<u>7,575</u>	<u>8,241</u>
Total Intangibles (non-current)		

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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

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

Item	Land \$'000	Buildings on Freehold Land \$'000	Buildings – Leasehold Improvements \$'000	Buildings – Total \$'000	Land and Buildings Total \$'000	Plant and Equipment \$'000	Computer Software – Intangibles \$'000	TOTAL \$'000
As at 1 July 2003								
Gross value	40	54	14,258	14,312	14,352	12,434	46,539	73,325
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
Additions: – Purchases of assets	–	–	884	884	884	2,214	2,958	6,056
Transfers between classes	–	–	–	–	–	(51)	51	–
Net revaluation increment/(decrement)	–	42	2,463	2,505	2,505	1,406	–	3,911
Write-offs	–	–	(19)	(19)	(19)	(106)	–	(125)
Disposals	–	–	–	–	–	(54)	–	(54)
Depreciation/amortisation expense	–	(4)	(1,358)	(1,362)	(1,362)	(2,879)	(3,675)	(7,916)
As at 30 June 2004	40	73	6,250	6,323	6,363	8,458	7,575	22,396
Gross value	40	73	14,461	14,534	14,574	8,458	49,574	72,606
Accumulated Depreciation /Amortisation	–	–	(8,211)	(8,211)	(8,211)	–	(41,999)	(50,210)
Net book value	40	73	6,250	6,323	6,363	8,458	7,575	22,396

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

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

TABLE B – Assets at valuation

Item	Land	Buildings on Freehold Land	Buildings – Leasehold Improvements	Buildings – Total	Land and Buildings Total	Plant and Equipment	Computer Software – Intangibles	TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
As at 30 June 2004								
Gross value	40	73	14,428	14,501	14,541	8,422	–	22,963
Accumulated depreciation / amortisation	–	–	(8,211)	–	–	–	–	(8,211)
Net book value	40	73	6,217	14,501	14,541	8,422	–	14,752
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

TABLE C – Assets under construction

Item	Land	Buildings on Freehold Land	Buildings – Leasehold Improvements	Buildings – Total	Land and Buildings Total	Plant and Equipment	Computer Software – Intangibles	TOTAL
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Gross value at 30 June 2004	–	–	33	33	33	–	1,419	1,452
Gross value at 30 June 2003	–	–	461	461	461	–	310	771

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

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
--	----------------	----------------

Note 6E Inventories

Election Equipment at cost

(ie. ballot paper and voting equipment)

3,513	1,808
-------	-------

All departmental inventories are current assets.

Note 6F Other Non-Financial Assets

Prepayments

839	737
-----	-----

All other non-financial assets are current assets.

Note 7 Provisions

Note 7A Employee Provisions

Salaries and wages

545	1,501
-----	-------

Leave

19,053	18,000
--------	--------

Superannuation

13	171
----	-----

Aggregate employee benefit liability and related on-costs

19,611	19,672
--------	--------

Current

10,901	11,412
--------	--------

Non-current

8,710	8,260
-------	-------

19,611	19,672
--------	--------

Note 7B Other Provisions

Lease incentives

941	1,012
-----	-------

Office leases – restoration costs

1,031	1,235
-------	-------

1,972	2,247
-------	-------

Current

314	507
-----	-----

Non-current

1,658	1,740
-------	-------

Total other provisions

1,972	2,247
-------	-------

Note 8 Payables

Note 8A Supplier Payables

Trade creditors

6,924	1,902
-------	-------

Operating lease rentals

1,088	1,298
-------	-------

Total supplier payables

8,012	3,200
-------	-------

All supplier payables are current liabilities.

Note 8B Other Payables

Unearned revenue – other

940	368
-----	-----

Total other payables

940	368
-----	-----

All other payables are current liabilities.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 9 Equity

Note 9A Analysis of Equity

Item	Accumulated Results		Asset Revaluation Reserves		Contributed Equity		TOTAL EQUITY	
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000
Opening balance at 1 July	6,533	963	17,397	17,397	4,061	4,230	27,991	22,590
Net surplus / (deficit)	(2,750)	8,703	–	–	–	–	(2,750)	8,703
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)	–	–	3,911	–	–	–	3,911	–
Transactions with owner:								
Distributions to owner:								
Returns on capital								
Capital use charge (CUC)	–	(2,485)	–	–	–	–	–	(2,485)
Prior year adjustment Capital use charge (CUC)	–	163	–	–	–	–	–	163
Capital injection	–	–	–	–	1,007	–	1,007	–
Returns of capital								
Returns of contributed equity	–	–	–	–	–	(169)	–	(169)
Transfers to (from) Reserves	–	–	–	–	–	–	–	–
Closing balance as at 30 June	3,783	6,533	21,308	17,397	5,068	4,061	30,159	27,991
Less: outside equity interests	–	–	–	–	–	–	–	–
Total equity attributable to the Commonwealth	3,783	6,533	21,308	17,397	5,068	4,061	30,159	27,991

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'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	5,644	3,349
Statement of Financial Position items comprising above cash:		
‘Financial Asset – Cash’	5,644	3,349

Reconciliation of net surplus to net cash from operating activities:

Net surplus (deficit)	(2,750)	8,703
Depreciation / amortisation	7,916	6,491
Cash transferred from OPA	(2,685)	–
Prior year adjustments	(111)	–
Write down of non-current assets	125	1,276
Loss/(Gain) on disposal of assets	39	150
Decrease (increase) in net receivables	(1,613)	(73)
Decrease (increase) in inventories	(1,705)	76
Decrease (increase) in prepayments	(102)	19
Increase (decrease) in employee provisions	(60)	(1,798)
Increase (decrease) in supplier payables	4,911	(3,941)
Increase (decrease) in income in advance	571	(110)
Increase (decrease) in other liabilities	(274)	596
Net cash from / (used by) operating activities	4,262	11,389

Note 11 Contingent Liabilities and Assets

Quantifiable Contingencies

The Schedule of Contingencies reports contingent liabilities in respect of claims for damages/costs of \$20,000 (2003: \$255,000). 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 2004, 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

The remote contingencies identified by the AEC at reporting date are for office leases – restoration costs, that is makegood, when the AEC eventually vacates two of its premises. The potential liability of restoring the premises is \$62,700.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2004

2003

Note 12 Executive Remuneration

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

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

The aggregate amount of total remuneration of executives shown above. **\$2,844,146** \$2,545,208

The aggregate amount of separation and redundancy payments during the year to executives shown above.

– –

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. The number of senior executives included in the 2003–04 year has increased due to the remuneration of two executives not exceeding the reporting threshold as they took up office part way through the 2002–03 financial year.

Note 13 Remuneration of Auditors

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

The fair value of the services provided was:

\$66,000 \$66,000

No other services were provided by the Auditor-General.

Note 14 Average Staffing Levels

	Number	Number
The average staffing level for the AEC during the year was:	791	771

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

No 'Act of Grace' payments were made during the reporting period, and there are no amounts owing as at year end.

No waivers of amounts owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*.

No payments were made under the 'Defective Administration Scheme' during the reporting period.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 16 Financial Instruments

Note 16A Interest Rate Risk

Financial Instrument	Notes	Floating Interest Rate		Fixed Interest Rate Maturing In						Non – Interest Bearing		Total		Weighted Average Effective Interest Rate	
				1 Year or Less		1 to 5 Years		> 5 Years							
		2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	%	%
Financial Assets															
Cash at bank	5A	–	3,319	–	–	–	–	–	–	5,644	30	5,644	3,349	N/A	2.00
Cash on deposit	5A	–	–	–	–	–	–	–	–	–	–	–	–	–	4.73
Receivables for goods and services (gross)	5B	–	–	–	–	–	–	–	–	844	1,696	844	1,696	–	–
Interest receivable	5B	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Other	5B	–	–	–	–	–	–	–	–	27,578	25,038	27,578	25,038	–	–
Capital use charge		–	–	–	–	–	–	–	–	–	371	–	371	–	–
Total		–	3,319	–	–	–	–	–	–	34,066	27,135	34,066	30,454		
Total Assets												60,694	53,478		
Financial Liabilities															
Trade creditors	8A	–	–	–	–	–	–	–	–	8,012	3,200	8,012	3,200	–	–
Other creditors	8B	–	–	–	–	–	–	–	–	940	368	940	368	–	–
Total		–	–	–	–	–	–	–	–	8,952	3,568	8,952	3,568		
Total Liabilities												30,535	25,487		

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 16B Net Fair Values of Financial Assets and Liabilities

	Notes	2004 Total carrying amount	Aggregate net fair value	2003 Total carrying amount	Aggregate net fair value
Departmental Financial Assets		\$'000	\$'000	\$'000	\$'000
Cash at bank and on hand	5A	5,644	5,644	3,349	3,349
Receivables for goods and services (net)	5B	724	724	1,651	1,651
Other	5B	27,578	27,578	25,038	25,038
Capital use charge receivable		–	–	371	371
Total Financial Assets		33,946	33,946	30,409	30,409
Financial Liabilities (Recognised)					
Trade Creditors	8A	8,012	8,012	3,200	3,200
Other	8B	940	940	368	368
Total Financial Liabilities (Recognised)		8,952	8,952	3,568	3,568
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.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2004 2003
\$'000 \$'000

Note 17 Administered Items

Note 17A Revenues Administered on Behalf of Government

Goods and Services		
Goods	<u>4,064</u>	3,898
Other revenue		
Candidate deposits forfeited – Federal Election	39	147
Electoral fines & penalties	32	93
Refunds	–	2
Other	<u>8</u>	4
Total other revenue	<u>79</u>	246
Total Revenues Administered on Behalf of Government	<u>4,143</u>	4,144

Note 17B Expenses Administered on Behalf of Government

Grants		
Election public funding	<u>–</u>	111
Other		
Refunds – electoral fines & penalties	<u>–</u>	2
Total Expenses Administered on Behalf of Government	<u>–</u>	113

Note 17C Assets Administered on Behalf of Government

Financial Assets		
Cash	<u>2</u>	2
Receivables		
Goods and services	<u>444</u>	421
All receivables are current assets.		
Other		
Accrued Revenue	<u>–</u>	679
Total Assets Administered on Behalf of Government	<u>446</u>	1,102

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2004 \$'000	2003 \$'000
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Note 17D Liabilities Administered on Behalf of Government

Payables

Other	–	–
Total Liabilities Administered on Behalf of Government	–	–

Note 17E Administered Reconciliation Table

Opening Administered Assets less Administered Liabilities as at 1 July	1,102	752
Plus Administered revenues	4,143	4,144
Less Administered expenses	–	(113)
Administered transfers to/from Government:		
Transfers from OPA	11,230	113
Transfers to OPA	(16,029)	(3,794)
Administered revaluations taken to/from reserves	–	–
Closing Administered Assets less Administered Liabilities as at 30 June	446	1,102

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 17F Administered Financial Instruments

a) Administered Interest Rate Risk

Financial Instrument	Notes	Floating Interest Rate		Fixed Interest Rate Maturing In						Non – Interest Bearing		Total		Weighted Average Effective Interest Rate	
				1 Year or Less		1 to 5 Years		> 5 Years							
		2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	%	%
Financial Assets															
Cash	17C	–	–	–	–	–	–	–	–	2	2	2	2	n/a	n/a
Fees receivable (gross)	17C	–	–	–	–	–	–	–	–	444	421	444	421	n/a	n/a
Other	17C	–	–	–	–	–	–	–	–	–	679	–	679	n/a	n/a
Total		–	–	–	–	–	–	–	–		1,102	446	1,102		
Total Assets												446	1,102		
Financial Liabilities															
Trade creditors	17D	–	–	–	–	–	–	–	–	–	–	–	–	n/a	n/a
Other creditors	17D	–	–	–	–	–	–	–	–	–	–	–	–	n/a	n/a
Total		–	–	–	–	–	–	–	–	–	–	–	–		
Total Liabilities												–	–		

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

b) Net Fair Values of Administered Financial Assets and Liabilities

	Notes	2004 Total carrying amount \$'000	Aggregate net fair value \$'000	2003 Total carrying amount \$'000	Aggregate net fair value \$'000
Administered Financial Assets					
Cash	17C	2	2	2	2
Receivables	17C	444	444	421	421
Other	17C	–	–	679	679
Total Financial Assets		446	446	1,102	1,102
Financial Liabilities (Recognised)					
Provisions & Payables	17D	–	–	–	–
Total Financial Liabilities (Recognised)		–	–	–	–
<i>Financial Assets</i>					
The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.					
<i>Financial Liabilities</i>					
The net fair values for provisions and payables are approximated by their carrying amount.					

c) Credit Risk Exposures

The Government's maximum exposures to credit risk at reporting date in relation to each class of recognised administered financial assets is the carrying amount of those assets as indicated in the Schedule of Administered Items.

The Government has no significant exposures to any concentrations of credit risk.

All figures for credit risk referred to do not take into account the value of any collateral or other security.

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

Note 18 Appropriations

Note 18A 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 2004	\$'000	\$'000	\$'000	\$'000	\$'000
Balance carried from previous year	–	–	–	27,449	27,449
Appropriation for reporting period (Act 1)	–	–	–	84,564	84,564
Appropriation for reporting period (Act 3)	–	–	–	–	–
Amounts from Comcover receipts	–	–	–	–	–
Refunds credited (FMA s 30)	–	–	–	–	–
GST credits (FMA s 30 A)	–	–	–	3,329	3,329
Annotations to 'net appropriations' (FMA s 31)	–	–	–	12,091	12,091
Transfer to/from other agencies (FMA s 32)	–	–	–	–	–
Administered expenses lapsed (expended)	–	–	–	–	–
Available for payments	–	–	–	127,433	127,433
Payments made	–	–	–	100,374	100,374
<i>Balance carried to next year</i>	–	–	–	27,059	27,059
<i>Represented by:</i>					
Cash	–	–	–	5,644	5,644
<i>Add: Appropriations receivable</i>	<i>–</i>	<i>–</i>	<i>–</i>	<i>21,415</i>	<i>21,415</i>
<i>Total</i>	–	–	–	27,059	27,059

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 18A Cash Basis Acquittal of Appropriations from Acts 1 and 3

Particulars	Administered Expenses			Departmental Outputs	Total
	Outcome 1	Outcome 2	Outcome 3		
	\$'000	\$'000	\$'000	\$'000	\$'000
Year ended 30 June 2003					
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)	—	—	—	2,859	2,859
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	—	—	—	131,765	131,765
Payments made during the year	—	—	—	104,316	104,316
Balance carried to next year	—	—	—	27,449	27,449
<i>Represented by:</i>					
Cash	—	—	—	3,349	3,349
<i>Add:</i> Appropriations receivable	—	—	—	24,100	24,100
Total	—	—	—	27,449	27,449

FMA = Financial Management and Accountability Act 1997

Act 1 = Appropriations Act (No. 1) 2003–2004

Act 3 = Appropriations Act (No. 3) 2003–2004

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 2003–04 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 2002–03.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 18B Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (Appropriations) from Acts 1 and 3

Particulars of legislation providing appropriations (including purpose)	Administered						Departmental		Total	
	Outcome 1		Outcome 2		Outcome 3					
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000

Commonwealth Electoral Act 1918 – Electoral Roll Review

Budget estimate	-	-	-	-	-	-	9,600	9,000	9,600	9,000
Payments made	-	-	-	-	-	-	9,600	9,000	9,600	9,000
Refunds credited (section 30)	-	-	-	-	-	-	-	-	-	-

Commonwealth Electoral Act 1918 – Election Public Funding

Budget estimate	-	-	-	130	-	-	-	-	-	130
Payments made	-	-	-	111	-	-	-	-	-	111
Refunds credited (section 30)	-	-	-	-	-	-	-	-	-	-

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2004	2003
\$	\$

Note 19 Assets Held in Trust**Note 19A Other Trust Monies**

Legal authority – *Financial Management and Accountability Act 1997*, s20

Purpose – for receipt of moneys temporarily held for possible future repayment, for example, candidate deposits.

Balance carried forward from previous year	49,844	204,426
Receipts during the year	12	58,203
Available for payments	49,856	262,629
Payments made	49,818	212,785
Balance carried forward to next year held by the entity	38	49,844

Note 19B Services for Other Government and Non-Agency Bodies Account

Balance carried forward from previous year	–	–
Receipts during the year	–	–
Available for payments	–	–
Payments made	–	–
Balance carried forward to next year held by the entity	–	–

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 20 Reporting of Outcomes

In determining the full cost of outputs, the AEC charges direct costs to outputs and allocates overheads between outputs on the basis of full time equivalent staff.

Note 20A Net Cost of Outcome Delivery

	Outcome 1		Outcome 2		Outcome 3		Total	
	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Administered expenses	–	–	–	113	–	–	–	113
Departmental expenses	73,346	64,091	33,340	31,918	4,270	5,754	110,956	101,763
Total expenses	73,346	64,091	33,340	32,031	4,270	5,754	110,956	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	4,064	3,898	79	246	–	–	4,143	4,144
Total Administered	4,064	3,898	79	246	–	–	4,143	4,144
Departmental								
Interest on cash deposits	–	773	–	509	–	–	–	1,282
Revenue from disposal of assets	10	11	5	–	–	–	15	11
Other	4,664	5,129	4,175	11,534	22	3	8,861	16,666
Total Departmental	4,674	5,913	4,180	12,043	22	3	8,876	17,959
Total other external revenues	8,738	9,811	4,259	12,289	22	3	13,019	22,103
Net cost / (contribution) of outcome	64,608	54,280	29,081	19,742	4,248	5,751	97,937	79,773

In previous years overheads have been charged to outputs on the basis of estimated attribution of FTE staff.

A full review of methodologies for the attribution of overheads across outcomes and outputs was completed at the end of 2003–04. The AEC has a three year cycle, normally being: a 'pre-event' year with some additional funding in preparation for the coming 'event' year; an 'event' (that is, federal election) year with a significant increase in funding for the election; and a 'post-event' year with no additional funding. Due to the three year election cycle, there are different attribution drivers for each year within the cycle. These new methodologies, which are now automated, have enabled the allocations to outcomes and outputs to more accurately reflect these cyclical drivers.

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 20B Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 1	Output Group 1								Outcome 1 Total	
	Output 1.1.1		Output 1.1.2		Output 1.1.3		Output 1.1.4			
	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental expenses										
Employees	17,646	15,113	21,191	16,631	150	447	239	135	39,226	32,326
Suppliers	11,803	11,333	15,580	14,813	308	339	700	253	28,391	26,738
Depreciation and amortisation	2,748	1,988	2,737	2,188	23	56	28	14	5,536	4,246
Other expenses	94	202	99	548	–	7	–	24	193	781
Total departmental expenses	32,291	28,636	39,607	34,180	481	849	967	426	73,346	64,091
Funded by:										
Revenues from government	26,972	23,604	38,396	20,104	471	625	938	468	66,777	44,801
Sale of goods and services	4,266	4,815	–	–	–	–	–	–	4,266	4,815
Other non-taxation revenues	408	1,098	–	–	–	–	–	–	408	1,098
Total departmental revenues	31,646	29,517	38,396	20,104	471	625	938	468	71,451	50,714

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 20C Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 2	Output Group 2									
	Output 2.1.1		Output 2.1.2		Output 2.1.3		Output 2.1.4		Output 2.1.5	
	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental expenses										
Employees	7,420	5,027	219	262	475	466	483	205	848	874
Suppliers	10,020	3,953	354	286	320	297	354	412	842	753
Depreciation and amortisation	1,382	615	32	28	69	49	88	24	131	100
Other expenses	46	119	–	12	–	9	3	20	3	25
Total departmental expenses	18,868	9,714	605	588	864	821	928	661	1,824	1,752
Funded by:										
Revenues from government	18,153	18,390	592	861	854	990	924	1,306	1,773	3,335
Sale of goods and services	10	29	–	–	–	1	–	–	1	1
Other non-taxation revenues	185	372	4	–	6	–	–	–	11	63
Total departmental revenues	18,337	18,791	596	861	860	991	924	1,306	1,785	3,399

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 20C Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 2	Output Group 2								Outcome 2 Total	
	Output 2.1.6		Output 2.1.7		Output 2.1.8		Output 2.1.9			
	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental expenses										
Employees	2,512	2,852	329	2,879	435	923	900	705	13,621	14,193
Suppliers	2,639	3,204	114	2,943	396	–	2,602	3,237	17,641	15,085
Depreciation and amortisation	150	338	16	379	69	124	87	142	2,024	1,799
Other expenses	–	134	–	375	2	26	–	121	54	841
Total departmental expenses	5,301	6,528	459	6,576	902	1,073	3,589	4,205	33,340	31,918
Funded by:										
Revenues from government	4,882	11,082	–	–	688	400	564	2,882	28,430	39,246
Sale of goods and services	267	680	447	6,118	181	885	3,031	2,960	3,937	10,674
Other non-taxation revenues	27	237	–	647	10	–	–	50	243	1,369
Total departmental revenues	5,187	11,999	447	6,765	879	1,285	3,595	5,892	32,610	51,289

AUSTRALIAN ELECTORAL COMMISSION

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 20D Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 3	Output Group 3				Outcome 3 Total	
	Output 3.1.1		Output 3.1.2			
	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental expenses						
Employees	800	873	1,668	2,623	2,468	3,496
Suppliers	298	520	1,141	1,273	1,439	1,793
Depreciation and amortisation	80	110	276	337	356	447
Other expenses	–	9	7	9	7	18
Total departmental expenses	1,178	1,512	3,092	4,242	4,270	5,754
Funded by:						
Revenues from government	1,146	2,202	2,977	6,192	4,123	8,394
Sale of goods and services	–	3	1	–	1	3
Other non-taxation revenues	–	–	21	–	21	–
Total departmental revenues	1,146	2,205	2,999	6,192	4,145	8,397

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

Note 20E Major Classes of Administered Revenues and Expenses by Outcomes

	Outcome 1		Outcome 2		Outcome 3		Total	
	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<i>Administered Revenues</i>								
Fees and fines	–	–	32	93	p	–	32	93
Other	4,064	3,898	47	153	–	–	4,111	4,051
<i>Total Administered Revenues</i>	4,064	3,898	79	246	–	–	4,143	4,144
<i>Administered Expenses</i>								
Grants	–	–	–	111	–	–	–	111
Subsidies	–	–	–	–	–	–	–	–
Personal benefits	–	–	–	–	–	–	–	–
Suppliers	–	–	–	–	–	–	–	–
Other	–	–	–	2	–	–	–	2
<i>Total Administered Expenses</i>	–	–	–	113	–	–	–	113

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Appendices



2003-04

Appendix A

Staffing overview

This appendix provides information on the Australian Electoral Commission's staffing as at 30 June 2004.

Table 30 **Staff profile by classification and location at 30 June 2004**

Classification	Central office			Head offices			Divisional offices			Total staff
	Female	Male	Total	Female	Male	Total	Female	Male	Total	
Operative staff^a										
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 ^b	2	5	7	2	6	8	0	0	0	15
Executive Level 2	6	9	15	1	4	5	0	0	0	20
Executive Level 1	19	27	46	6	21	27	0	0	0	73
APS Level 6	20	30	50	4	12	16	44	90	134	200
APS Level 5	14	9	23	12	16	28	0	1	1	52
APS Level 4	22	7	29	17	10	27	0	0	0	56
APS Level 3	15	8	23	17	3	20	84	54	138	181
APS Level 2	2	1	3	23	5	28	239	29	268	299
APS Level 1	0	0	0	1	1	2	0	0	0	2
Operative staff total	100	98	198	83	78	161	367	174	541	900
Inoperative staff^c										
Executive Level 2	1	1	2	0	0	0	0	0	0	2
Executive Level 1	1	0	1	0	1	1	0	0	0	2
APS Level 6	1	1	2	1	3	4	0	3	3	9
APS Level 5	0	1	1	1	1	2	0	0	0	3
APS Level 4	1	0	1	1	0	1	0	0	0	2
APS Level 3	1	0	1	2	1	3	2	0	2	6
APS Level 2	0	0	0	1	1	2	3	0	3	5
APS Level 1	0	0	0	0	0	0	0	0	0	0
Inoperative staff total	5	3	8	6	7	13	5	3	8	29
Grand total^d	105	101	206	89	85	174	372	177	549	929
Equivalent full-time staff ^e										854.6

a Operative staff are the staff who were actually at work on 30 June 2004.

b This includes senior executive staff engaged under section 35(1)(b) of the *Commonwealth Electoral Act 1918* and Australian Electoral Officers.

c Inoperative staff include staff on long-term leave.

d The increase in staff numbers is primarily due to additional non-ongoing staff being employed, in the last quarter of the financial year, to assist with election preparation activities in divisions, head offices and central office, and the filling of some vacant positions in readiness for the election.

e The difference between equivalent full-time staff (854.6) and total staff (929) is due to job sharing and part-time employment.

Source: Perspect HR System

Table 31 Staff profile by classification and gender at 30 June 2004

Classification	Total female	Total male	Total staff	Ongoing staff		Non-ongoing staff		Total staff
				F/T	P/T	F/T	P/T	
Operative staff ^a								
Electoral Commissioner	0	1	1	1	0	0	0	1
Deputy Electoral Commissioner	0	1	1	1	0	0	0	1
Senior executive staff ^b	4	11	15	15	0	0	0	15
Executive Level 2	7	13	20	20	1	0	0	21
Executive Level 1	25	48	73	66	4	2	0	72
APS Level 6	68	132	200	184	7	7	2	200
APS Level 5	26	26	52	41	4	5	2	52
APS Level 4	39	17	56	30	17	5	4	56
APS Level 3	116	65	181	163	6	12	0	181
APS Level 2	264	35	299	136	53	66	44	299
APS Level 1	1	1	2	2	0	0	0	2
Operative staff total	550	350	900	659	92	97	52	900
Inoperative staff ^c								
Executive Level 2	1	1	2	1	1	0	0	2
Executive Level 1	1	1	2	2	0	0	0	2
APS Level 6	2	7	9	8	0	0	0	8
APS Level 5	1	2	3	3	1	0	0	4
APS Level 4	2	0	2	1	1	0	0	2
APS Level 3	5	1	6	6	3	0	0	9
APS Level 2	4	1	5	2	0	0	0	2
APS Level 1	0	0	0	0	0	0	0	0
Inoperative staff total	16	13	29	23	6	0	0	29
Grand total ^d	566	363	929	682	98	97	52	929

F/T = full time; P/T = part time

a Operative staff are the staff who were at work on 30 June 2004.

 b This includes senior executive staff engaged under section 35(1)(b) of the *Commonwealth Electoral Act 1918* and Australian Electoral Officers.

c Inoperative staff include staff on long-term leave.

d The increase in staff numbers is primarily due to additional non-ongoing staff being employed, in the last quarter of the financial year, to assist with election preparation activities in divisions, head offices and central office, and the filling of some vacant positions in readiness for the election.

Source: Perspect HR System

Appendix B

Occupational health and safety

The AEC Occupational Health and Safety (OH&S) Injury Management Plan 2003–06 sets out the AEC's OH&S objectives and responsibilities. The plan, finalised and approved by the National Executive in September 2003, allows the AEC to track its performance in OH&S and injury prevention and management across the organisation.

The AEC also has an OH&S policy and agreement that recognise its duty of care as outlined under the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (the OH&S Act).

ACTIVITIES

During the year, the following activities were undertaken to ensure the health, safety and welfare of employees:

- The AEC National OH&S Committee continued to meet every three months.
- The AEC State OH&S committees continued to meet regularly.
- Minutes of the National and State OH&S committees were placed on the AEC's intranet site.
- AEC employees attended Comcare client network meetings to maintain contacts with other OH&S professionals and to keep up to date with the latest developments in the field.
- Information on OH&S was placed on the AEC's intranet site with links to relevant information.
- In April 2004, an OH&S Awareness Week for employees included various activities. Managers from each area were asked to complete an OH&S checklist and return it to Human Resource Management, and the collated information was supplied to the AEC National OH&S Committee. The OH&S e-learning package was launched, and all employees were encouraged to complete it online through the AEC Intranet. During the week, the AEC OH&S Awards for 2004 were announced.
- The AEC introduced a program of testing and tagging of all AEC electrical equipment.
- Injury management guidelines for compensable and non-compensable injuries and illnesses were launched.
- The OH&S Communication Strategy was launched.
- Twenty-three OH&S representatives were elected to the national and State OH&S committees.

COMCARE PREMIUM

The AEC's Comcare premiums for the past four reporting periods are shown in the table below.

AEC Comcare premiums, 2001–02 to 2004–05

	2001–02	2002–03	2003–04	2004–05
Annual premium	\$550,970	\$317,797	\$383,062	\$478,106

The premium estimate for 2004–05 is based on a percentage of salary costs, which will increase when the AEC engages around 72,000 temporary employees for the federal

election. However, while the salary cost will rise compared with the 2001–02 election year, the premium has decreased from 0.88 per cent to 0.67 per cent. This reflects the AEC's improved injury prevention and management.

CLAIMS MANAGEMENT

Because of the consolidation of Corporate Services in 2003–04, management of both compensation and non-compensation cases is now undertaken centrally.

Compensation claims

During 2003–04, the AEC managed 56 compensation claims, of which 21 were new claims. The table below shows new claims for the past four reporting periods.

During 2003–04, the AEC reduced the amount of lost time due to compensable injuries to 120 weeks, from 125 weeks in 2002–03. This was largely due to the introduction of injury management guidelines that emphasise early intervention.

New claims history

	2000–01	2001–02	2002–03	2003–04
New claims	28	31	27	21

Non-compensation claims

During the year, the AEC managed 18 non-compensation 'fitness for continued duty' claims.

REPORTABLE OH&S STATISTICS

As shown in the table below, reports of accidents and incidents declined slightly from 2002–03 levels.

Accident and incident reports

	2000–01	2001–02	2002–03	2003–04
Accidents/incidents reported	34	34	54	53
Dangerous occurrences	26	26	48	45

INVESTIGATIONS

No investigations involving the AEC were conducted by Comcare under section 41 of the OH&S Act.

OH&S 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 concerning the duties of the employer in relation to health and safety representatives, prohibition notices or improvement notices issued under section 30, 46 or 47 of the OH&S Act.

Appendix C

Freedom of information

The *Freedom of Information Act 1982* (the FOI Act) requires Australian Government agencies to publish a statement setting out their roles, structure and functions, the documents they have available for public inspection and the procedures for access to the documents. Section 8 of the FOI Act requires each agency to publish information on the way it is organised, and its powers, decisions made and arrangements for public involvement in its work.

This statement, in conjunction with information contained in this annual report, meets the requirements of 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 Media and Communication Section in Canberra or the head office in their State or Territory. Addresses and telephone numbers are included in the Overview section of this report and on the AEC's website at www.aec.gov.au.

MAKING AN FOI REQUEST

Inquiries on FOI matters or formal requests under the FOI Act should be lodged with:

The Freedom of Information Officer
 Australian Electoral Commission
 PO Box 6172
 Kingston ACT 2604
 Telephone: (02) 6271 4411
 Fax: (02) 6271 4457

FOI requests can be lodged at any office of the AEC, from where they will be sent promptly to the FOI officer in Canberra.

Unless seeking access to information about themselves, applicants will need to pay the standard FOI application fee of \$30 when applying. Additional processing charges may also apply. If it proves difficult either to identify the document or to provide access in the form requested, the FOI officer will contact the applicant.

MAJOR DOCUMENTS

The legislation from which the AEC's activities are derived is shown in the Overview section of this report. The organisation's other key document during the year was 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 and head offices.

However, in June 2004, Parliament passed the *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004*, which provides that the electoral roll is not to be sold in any format. The Act received Royal Assent on 23 June 2004 and comes into effect on 21 July 2004.

The AEC also maintains files on management functions. State and Territory head offices are responsible for the files they hold. General information is available through the AEC's website at www.aec.gov.au, which has links to other Australian and overseas sites offering electoral information.

For more information, contact an AEC office. Contact details are in the Overview section of this report and on the AEC's website.

ARRANGEMENTS FOR PUBLIC INVOLVEMENT

Citizens are invited to make their views on current policies and procedures known to the Electoral Commissioner by writing to:

Australian Electoral Commission

PO Box 6172

Kingston ACT 2604

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.

Table 32 Commissions paid to advertising and market research agencies in 2003–04

Advertising agency			
Whybin TBWA	To undertake activities in relation to the next federal election	\$183,370.00	GST exclusive
Market research organisations and polling organisations			
The Research Forum	To undertake testing of formality advertising for next federal election	\$26,958.00	GST exclusive
Newspoll Market Research	Periodic surveys on the extent of enrolment by persons eligible to do so	\$5,126.00	GST inclusive
Media placement agencies			
Universal McCann	Placement of advertising related to Continuous Roll Update Campaign	\$360,114.22	GST exclusive
HMA Blaze	To place non-campaign advertising	\$500,674.32	GST exclusive

GST = goods and services tax

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 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, including epidemiological research.

Before providing the elector information, the AEC must be provided with evidence of ethical approval for the studies.

Table 33 **Provision of information to medical researchers and those conducting health screening surveys**

Institution/contact	Data provided
Dr Anne Kavanagh La Trobe University Australian Research Centre in Sex, Health and Society Faculty of Health Sciences	All electors in the Division of Batman in Vic. in two-year age ranges from 18 to 99
Professor Tony Worsley School of Health Sciences Deakin University	5,000 randomly selected electors in Vic.
Ms Elizabeth Macmillan Department of Human Immunology Adelaide Hospital	30,000 randomly selected female electors from Vic. and SA
Mr Jonathan Mond The Canberra Hospital	Extract of all ACT electors from 18 to 42 in five-year age ranges
Professor Graham Giles Cancer Council of Victoria Cancer Epidemiology Centre	All Vic. electors between the ages of 30 and 59 in five-year age ranges

Institution/contact	Data provided
Ms Anne-Louise Ponsonby National Centre for Epidemiology and Population Health ANU Medical School	Electors in the federal divisions of Charlton, Gwydir, Hunter, Newcastle, Paterson, Shortland, Blair, Bowman, Brisbane, Dickson, Fadden, Forde, Griffith, Lilley, Longman, Moreton, Oxley, Petrie, Rankin, Ryan, Bass, Braddon, Denison, Franklin, Lyons, Ballarat, Bendigo, Calwell, Corangamite, Corio, Gorton, Lalor, McEwen and Wannon in two-year age ranges from 18 to 99
Ms Marita Dalton Childhood Determinants of Adult Health Menzies Research Institute University of Tasmania	All electors in all divisions of Australia in five-year age ranges from 18 to 99
Assoc. Professor Peter Howat WA Centre for Health Promotion Public Health Curtin University of Technology	All WA electors in the federal divisions of Cowan, Curtin, Fremantle, Hasluck, Perth, Stirling, Swan and Tangney in five-year age ranges between 65 and 74
Dr Margaret Henry University of Melbourne Dept of Clinical and Biomedical Science Barwon Health	Male electors in the federal divisions of Corangamite, Corio and Lalor in Vic. in age cohorts 20–24, 25–29, 70–79 and 80–99
Dr David Brennan Senior Research Fellow Australian Research Centre for Population Oral Health Dental School Faculty of Health Sciences University of Adelaide	3,000 random electors from federal divisions of Adelaide, Bonython, Boothby, Hindmarsh, Kingston, Makin, Mayo, Port Adelaide and Sturt in age range 45–54
Ms Coral Gartner School of Public Health Faculty of Health Queensland University of Technology	Electors in the federal divisions of Blair, Bowman, Brisbane, Dickson, Fadden, Fairfax, Fisher, Forde, Griffith, Hinkler, Lilley, Longman, McPherson, Moncrieff, Moreton, Oxley, Petrie, Rankin, Ryan and Wide Bay in Qld in two-year age ranges from 20 to 91 and in age cohort 92–94
Dr Penny Warner-Smith Women's Health Australia The University of Newcastle	Female electors in all divisions Australia-wide in age cohorts 24–31, 51–58 and 76–83
Ms Emily Yorkston School of Population Health Faculty of Health University of Queensland Mayne Medical School	1,000 random electors from federal divisions of Capricornia, Dawson, Fisher, Hinkler, Kennedy, Leichhardt, Longman and Maranoa in Qld

Institution/contact	Data provided
Dr Ross Sawas Australian Red Cross Blood Services—SA	4,001 random electors in age cohorts 18–24, 25–34, 35–44, 45–54, 55–64 and 65–99 for the whole of Australia
Dr David Porter Austin Health Rheumatology Unit	All electors in Vic. and in the Division of Denison in Tas. in five-year age ranges from 18 to 99
Professor Malcolm Sim Monash University Department of Epidemiology and Preventive Medicine	All electors in Australia in two-year age ranges from 18 to 99
Professor Graham Giles Cancer Council of Victoria Cancer Epidemiology Centre	All Vic. electors between the ages of 30 and 59 in five-year age ranges
Dr Kylie Ball School of Health Sciences Deakin University	All female electors in Vic. in age cohorts 18–27, 28–37, 38–47, 48–57 and 58–65
Dr Lin Fritschi Associate Professor School of Population Health University of Western Australia	250 randomly selected electors for each sex in age cohorts 50–54 and 65–69 for the federal divisions of Boothby, Melbourne and Perth
Ms Anne-Louise Ponsonby National Centre for Epidemiology and Population Health ANU Medical School	All electors between the ages of 18 and 59 in two-year age ranges in the federal divisions of Charlton, Dobell, Hunter, Newcastle, Paterson and Shortland in NSW; Blair, Bonner, Bowman, Brisbane, Dickson, Fadden, Forde, Griffith, Lilley, Longman, Moreton, Oxley, Petrie, Rankin and Ryan in Qld; Bass, Braddon, Denison, Franklin and Lyons in Tas.; Ballarat, Bendigo, Corangamite, Corio, Lalor, Mallee, McEwan and Wannon in Vic.
Ms Nancye Peel University of Queensland School of Population Health Medical School	All electors in the federal divisions of Bonner, Bowman, Brisbane, Dickson, Fadden, Griffith, Lilley, Moreton, Oxley, Petrie, Rankin and Ryan in Qld in age cohorts 65–69, 70–74, 75–79, 80–84, 85–89, 90–94 and 95–99
Ms Efty Stavrou School of Optometry Queensland University of Technology	A random extract of 150 electors from each of the federal divisions of Brisbane, Griffith, Lilley and Petrie in Qld between the ages of 60 and 94 in five-year age ranges

Institution/contact	Data provided
Professor Adele Green Queensland Institute of Medical Research Royal Brisbane Hospital	A random extract of 5,205 electors in NSW, Vic., Qld, WA, SA and NT between the ages of 20 and 79 in five-year age ranges
Professor Adele Green Queensland Institute of Medical Research Royal Brisbane Hospital	A random extract of 5,925 electors in NSW, Vic., Qld, WA, SA, Tas. and NT between the ages of 20 and 79 in five-year age ranges
Professor Adele Green Queensland Institute of Medical Research Royal Brisbane Hospital	A random extract of 5,040 electors in Qld and SA between the ages of 20 and 79 in five-year age ranges
Professor Adele Green Queensland Institute of Medical Research Royal Brisbane Hospital	A random extract of 1,305 electors in Qld between the ages of 35 and 89 in five-year age ranges
Dr Graham Kerr Faculty of Health School of Human Movement Studies Queensland University of Technology	All electors in the federal divisions of Bowman, Brisbane, Dickson, Griffith, Lilley, Moreton, Petrie and Ryan in Qld in the age cohorts of 65-69, 70-74, 75-79, 80-84, 85-89, 90-94 and 95-99
Dr Greg Evans CSIRO Health Sciences and Nutrition, Adelaide	3,000 female and 3,000 male randomly selected electors in SA in the age range from 50 to 99

ANU = Australian National University; CSIRO = Commonwealth Scientific and Industrial Research Organisation

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 Australian Government agencies and authorities that are entitled to receive elector information from the AEC. 'Elector information' is the full name, residential address, gender and date of birth of each elector.

Schedule 2 agencies and authorities are granted access to confidential elector information after providing the AEC with justification for access in terms of Information Privacy Principle 11 (IPP11) of the Privacy Act. 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 Australian Government agencies and authorities set out in Schedule 2 of the Regulations for the purposes set out in Schedule 3.

Table 34 Provision of information to Schedule 2 agencies and authorities

Institution	Electoral roll information provided	Date provided
Aboriginal and Torres Strait Islander Services	National	14 Nov. 03
		13 Feb. 04
		14 May 04
Australian Customs Service	National	15 Aug. 03
		14 Nov. 03
		13 Feb. 04
Australian Federal Police	National	14 May 04
		15 Aug. 03
		14 Nov. 03
Australian Securities and Investments Commission	National	13 Feb. 04
		14 May 04
		15 Aug. 03
Australian Taxation Office	National	14 Nov. 03
		13 Feb. 04
		14 May 04
Centrelink	National	15 Aug. 03
		13 Feb. 04
		14 May 04
ComSuper	National	15 Aug. 03
		14 Nov. 03
		13 Feb. 04
		14 May 04

Institution	Electoral roll information provided	Date provided
Department of Education, Science and Training	National	15 Aug. 03
		14 Nov. 03
		13 Feb. 04
		14 May 04
Department of Employment and Workplace Relations	National	15 Aug. 03
		14 Nov. 03
		13 Feb. 04
		14 May 04
Department of Foreign Affairs and Trade	National	15 Aug. 03
		13 Feb. 04
		14 May 04
Department of Immigration and Multicultural and Indigenous Affairs	National	14 Nov. 03
		14 May 04
Department of Veterans' Affairs	National	15 Aug. 03
		14 Nov. 03
		13 Feb. 04
		14 May 04

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 table below.

Table 35 Provision of electoral roll information to members of the House of Representatives, senators and federally registered political parties

Recipient	Constituency/position	Political party	Data provided	Period provided
Ms Catherine King MP	Member for Ballarat	Australian Labor Party	Ballarat, Bendigo, Wannon	July 2003–June 2004
Mr Daryl Melham MP	Member for Banks	Australian Labor Party	Banks	July 2003–June 2004
Mr Robert McClelland MP	Member for Barton	Australian Labor Party	Barton	July 2003–June 2004
Ms Michelle O'Byrne MP	Member for Bass	Australian Labor Party	Bass	July 2003–June 2004
Mr Martin Ferguson MP	Member for Batman	Australian Labor Party	Batman, Melbourne, Wills	July 2003–June 2004
Mr Steve Gibbons MP	Member for Bendigo	Australian Labor Party	Bendigo, Indi, McEwen, Murray	July 2003–June 2004
The Hon. John Howard MP	Member for Bennelong	Liberal Party of Australia	Bennelong	July 2003–June 2004
The Hon. Philip Ruddock MP	Member for Berowra	Liberal Party of Australia	Berowra	July 2003–June 2004
Mr Michael Hatton MP	Member for Blaxland	Australian Labor Party	Blaxland	July 2003–June 2004
Mr Martyn Evans MP	Member for Bonython	Australian Labor Party	Bonython Makin, Port Adelaide, Wakefield	July 2003–Dec. 2003 Jan. 2004–June 2004
The Hon. Con Sciacca MP	Member for Bowman	Australian Labor Party	Bowman Bowman, Bonner	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Sid Sidebottom MP	Member for Braddon	Australian Labor Party	Braddon	July 2003–June 2004
The Hon. Kim Beazley MP	Member for Brand	Australian Labor Party	Brand	July 2003–June 2004
The Hon. Arch Bevis MP	Member for Brisbane	Australian Labor Party	Brisbane Brisbane, Griffith, Ryan	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Alan Griffin MP	Member for Bruce	Australian Labor Party	Bruce, Chisholm, Holt	July 2003–June 2004
Mr Brendan O'Connor MP	Member for Burke	Australian Labor Party	Ballarat, Bendigo, Calwell, Gorton, Lator, McEwen	July 2003–June 2004
Mr Peter Andren MP	Member for Calare	Independent	Calare	July 2003–June 2004
Ms Maria Vamvakinou MP	Member for Calwell	Australian Labor Party	Calwell, Gorton, Lator, Wills	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
Ms Annette Ellis MP	Member for Canberra	Australian Labor Party	Canberra	July 2003–June 2004
Mr Don Randall MP	Member for Canning	Liberal Party of Australia	Canning	July 2003–June 2004
Ms Kirsten Livermore MP	Member for Capricornia	Australian Labor Party	Capricornia	July 2003–June 2004
Mr Tony Smith MP	Member for Casey	Liberal Party of Australia	Casey, La Trobe, Menzies	July 2003–June 2004
Ms Kelly Hoare MP	Member for Charlton	Australian Labor Party	Charlton	July 2003–June 2004
The Hon. Roger Price MP	Member for Chifley	Australian Labor Party	Chifley	July 2003–June 2004
Ms Anna Burke MP	Member for Chisholm	Australian Labor Party	Bruce, Chisholm, Deakin	July 2003–June 2004
Mr Gavan O'Connor MP	Member for Corio	Australian Labor Party	Corio	July 2003–June 2004
The Hon. Graham Edwards MP	Member for Cowan	Australian Labor Party	Cowan	July 2003–June 2004
Mr Michael Organ MP	Member for Cunningham	Australian Greens	Cunningham	July 2003–June 2004
The Hon. Duncan Kerr MP	Member for Denison	Australian Labor Party	Denison	July 2003–June 2004
The Hon. David Jull MP	Member for Fadden	Liberal Party of Australia	Fadden, Bowman, Bonner, Rankin	Jan. 2004–June 2004
Mrs Sussan Ley MP	Member for Farrer	Liberal Party of Australia	Farrer	July 2003–June 2004
The Hon. Peter Slipper MP	Member for Fisher	Liberal Party of Australia	Fisher	May 2004–June 2004
Mr Greg Hunt MP	Member for Flinders	Liberal Party of Australia	Flinders, Dunkley, La Trobe, McMillan	July 2003–June 2004
Mrs Kay Elson MP	Member for Forde	Liberal Party of Australia	Forde Forde, Fadden	July 2003–Dec. 2003 Jan. 2004–June 2004
Mrs Julia Irwin MP	Member for Fowler	Australian Labor Party	Fowler	July 2003–June 2004
Mr Harry Quick MP	Member for Franklin	Australian Labor Party	Franklin	July 2003–June 2004
The Hon. Bob McMullan MP	Member for Fraser	Australian Labor Party	Fraser	July 2003–June 2004
The Hon. Dr Carmen Lawrence MP	Member for Fremantle	Australian Labor Party	Fremantle	July 2003–June 2004
Ms Nicola Roxon MP	Member for Gellibrand	Australian Labor Party	Gellibrand, Gorton, Maribyrnong	July 2003–June 2004
Mr Anthony Albanese MP	Member for Grayndler	Australian Labor Party	Grayndler	July 2003–June 2004
Mr Frank Mossfield MP	Member for Greenway	Australian Labor Party	Greenway	July 2003–June 2004
Mr Kevin Rudd MP	Member for Griffith	Australian Labor Party	Griffith Griffith, Bonner	July 2003–Dec. 2003 Jan. 2004–June 2004
Ms Sharryn Jackson MP	Member for Hasluck	Australian Labor Party	Hasluck	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
The Hon. Peter Costello MP	Member for Higgins	Liberal Party of Australia	Higgins	July 2003–June 2004
The Hon. Christine Gallus MP	Member for Hindmarsh	Liberal Party of Australia	Hindmarsh Hindmarsh, Boothby	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Paul Neville MP	Member for Hinkler	National Party of Australia	Hinkler Hinkler, Capricornia	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Anthony Byrne MP	Member for Holt	Australian Labor Party	Holt, Bruce, Isaacs	July 2003–June 2004
The Hon. Simon Crean MP	Member for Hotham	Australian Labor Party	Hotham	July 2003–June 2004
The Hon. Danna Vale MP	Member for Hughes	Liberal Party of Australia	Hughes	July 2003–June 2004
Mr Alby Schultz MP	Member for Hume	Liberal Party of Australia	Hume	July 2003–June 2004
Mr Joel Fitzgibbon MP	Member for Hunter	Australian Labor Party	Hunter	July 2003–June 2004
Ms Ann Corcoran MP	Member for Isaacs	Australian Labor Party	Isaacs, Dunkley, Holt	July 2003–June 2004
Ms Jenny Macklin MP	Member for Jagajaga	Australian Labor Party	Jagajaga, Batman, McEwen	July 2003–June 2004
The Hon. Robert Katter MP	Member for Kennedy	Independent	Kennedy	July 2003–June 2004
The Hon. Laurie Brereton MP	Member for Kingsford Smith	Australian Labor Party	Kingsford Smith	July 2003–June 2004
Mr David Cox MP	Member for Kingston	Australian Labor Party	Kingston Kingston, Mayo	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Petro Georgiou MP	Member for Kooyong	Liberal Party of Australia	Kooyong	July 2003–June 2004
Mr Bob Charles MP	Member for La Trobe	Liberal Party of Australia	La Trobe, Aston, Holt	July 2003–June 2004
Ms Julia Gillard MP	Member for Lalor	Australian Labor Party	Lalor, Ballarat, Gorton, Gellibrand	July 2003–June 2004
Mr Wayne Swan MP	Member for Lilley	Australian Labor Party	Lilley	July 2003–June 2004
The Hon. Warren Snowdon MP	Member for Lingiari	Australian Labor Party	Northern Territory Lingiari	July 2003–Apr. 2004 May 2004–June 2004
Mr John Murphy MP	Member for Lowe	Australian Labor Party	Lowe	July 2003–June 2004
The Hon. Dick Adams MP	Member for Lyons	Australian Labor Party	Lyons	July 2003–June 2004
Mr Pat Farmer MP	Member for Macarthur	Liberal Party of Australia	Macarthur	July 2003–June 2004
Mr Kerry Bartlett MP	Member for Macquarie	Liberal Party of Australia	Macquarie	July 2003–June 2004
Mr John Forrest MP	Member for Mallee	National Party of Australia	Mallee, Wannon	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
The Hon. Bruce Scott MP	Member for Maranoa	National Party of Australia	Maranoa Maranoa, Capricornia	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Bob Sercombe MP	Member for Maribyrnong	Australian Labor Party	Maribyrnong, Calwell, Gorton	July 2003–June 2004
The Hon. Alexander Downer MP	Member for Mayo	Liberal Party of Australia	Mayo Mayo, Kingston, Sturt	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Christian Zahra MP	Member for McMillan	Australian Labor Party	McMillan, Gippsland	July 2003–June 2004
Mr Lindsay Tanner MP	Member for Melbourne	Australian Labor Party	Melbourne, Wills	July 2003–June 2004
Mr Michael Danby MP	Member for Melbourne Ports	Australian Labor Party	Melbourne Ports	July 2003–June 2004
The Hon. Alan Cadman MP	Member for Mitchell	Liberal Party of Australia	Mitchell	July 2003–June 2004
The Hon. Gary Hardgrave MP	Member for Moreton	Liberal Party of Australia	Moreton Moreton, Bonner, Griffith, Rankin	July 2003–Dec. 2003 Jan. 2004–June 2004
The Hon. Dr Sharman Stone MP	Member for Murray	Liberal Party of Australia	Murray, Mallee	July 2003–June 2004
Mr Tony Windsor MP	Member for New England	Independent	New England	July 2003–June 2004
Ms Sharon Grierson MP	Member for Newcastle	Australian Labor Party	Newcastle	July 2003–June 2004
Mr Bernie Ripoll MP	Member for Oxley	Australian Labor Party	Oxley Oxley, Blair, Forde	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Stephen Smith MP	Member for Perth	Australian Labor Party	Perth	July 2003–June 2004
Mr Rodney Sawford MP	Member for Port Adelaide	Australian Labor Party	Port Adelaide Port Adelaide, Hindmarsh	July 2003–Dec. 2003 Jan. 2004–June 2004
The Hon. Janice Crosio MP	Member for Prospect	Australian Labor Party	Prospect	July 2003–June 2004
Dr Craig Emerson MP	Member for Rankin	Australian Labor Party	Rankin Rankin, Moreton, Oxley	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Laurie Ferguson MP	Member for Reid	Australian Labor Party	Reid	July 2003–June 2004
Mr Harry Jenkins MP	Member for Scullin	Australian Labor Party	Scullin, Jagajaga	July 2003–June 2004
Ms Jill Hall MP	Member for Shortland	Australian Labor Party	Shortland	July 2003–June 2004
Mr David Tollner MP	Member for Solomon	Country Liberal Party	Northern Territory	July 2003–June 2004
Ms Jann McFarlane MP	Member for Stirling	Australian Labor Party	Stirling	July 2003–June 2004
Mr Kim Wilkie MP	Member for Swan	Australian Labor Party	Swan	July 2003–June 2004
Ms Tanya Plibersek MP	Member for Sydney	Australian Labor Party	Sydney	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
Ms Jennie George MP	Member for Throsby	Australian Labor Party	Throsby	July 2003–June 2004
The Hon. Tony Abbott MP	Member for Warringah	Liberal Party of Australia	Warringah	July 2003–June 2004
The Hon. Leo McLeay MP	Member for Watson	Australian Labor Party	Watson	July 2003–June 2004
Mr Peter King MP	Member for Wentworth	Liberal Party of Australia	Wentworth	July 2003–June 2004
Mr Mark Latham MP	Member for Werriwa	Australian Labor Party	Werriwa	July 2003–June 2004
The Hon. Warren Truss MP	Member for Wide Bay	National Party of Australia	Wide Bay Wide Bay, Capricornia, Hinkler	July 2003–Dec. 2003 Jan. 2004–June 2004
Mr Kelvin Thomson MP	Member for Willis	Australian Labor Party	Willis, Maribyrnong	July 2003–June 2004
Senator Aden Ridgeway	Senator for New South Wales	Australian Democrats	NSW	July 2003–June 2004
Senator George Campbell	Senator for New South Wales	Australian Labor Party	NSW	July 2003–June 2004
Senator John Tierney	Senator for New South Wales	Liberal Party of Australia	NSW	July 2003–June 2004
Senator Kerry Nettle	Senator for New South Wales	Australian Greens	NSW	July 2003–June 2004
Senator Marise Payne	Senator for New South Wales	Liberal Party of Australia	NSW	July 2003–June 2004
Senator Michael Forshaw	Senator for New South Wales	Australian Labor Party	NSW	July 2003–June 2004
Senator Sandy Macdonald	Senator for New South Wales	National Party of Australia	NSW	July 2003–June 2004
Senator Steve Hutchins	Senator for New South Wales	Australian Labor Party	NSW	July 2003–June 2004
Senator the Hon. Bill Heffernan	Senator for New South Wales	Liberal Party of Australia	NSW	July 2003–June 2004
Senator the Hon. Helen Coonan	Senator for New South Wales	Liberal Party of Australia	NSW	July 2003–June 2004
Senator the Hon. John Faulkner	Senator for New South Wales	Australian Labor Party	NSW	July 2003–June 2004
Senator Ursula Stephens	Senator for New South Wales	Country Labor Party	NSW	July 2003–June 2004
Senator Andrew Bartlett	Senator for Queensland	Australian Democrats	Qld	July 2003–June 2004
Senator Brett Mason	Senator for Queensland	Liberal Party	Qld	July 2003–June 2004
Senator Claire Moore	Senator for Queensland	Australian Labor Party	Qld	July 2003–June 2004
Senator George Brandis	Senator for Queensland	Liberal Party of Australia	Qld	July 2003–June 2004
Senator Jan McLucas	Senator for Queensland	Australian Labor Party	Qld	July 2003–June 2004
Senator Joe Ludwig	Senator for Queensland	Australian Labor Party	Qld	July 2003–June 2004
Senator John Cherry	Senator for Queensland	Australian Democrats	Qld	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
Senator John Hogg	Senator for Queensland	Australian Labor Party	Qld	July 2003–June 2004
Senator Len Harris	Senator for Queensland	Pauline Hanson's One Nation	Qld	July 2003–June 2004
Senator Santo Santoro	Senator for Queensland	Liberal Party of Australia	Qld	July 2003–June 2004
Senator the Hon. Ian Macdonald	Senator for Queensland	Liberal Party of Australia	Qld	July 2003–June 2004
Senator the Hon. Ronald Boswell	Senator for Queensland	National Party of Australia	Qld	July 2003–June 2004
Senator Geoff Buckland	Senator for South Australia	Australian Labor Party	SA	July 2003–June 2004
Senator Grant Chapman	Senator for South Australia	Liberal Party of Australia	SA	July 2003–June 2004
Senator Jeannie Ferris	Senator for South Australia	Liberal Party of Australia	SA	July 2003–June 2004
Senator Linda Kirk	Senator for South Australia	Australian Labor Party	SA	July 2003–June 2004
Senator Meg Lees	Senator for South Australia	Australian Progressive Alliance	SA	July 2003–June 2004
Senator Natasha Stott Despoja	Senator for South Australia	Australian Democrats	SA	July 2003–June 2004
Senator Penny Wong	Senator for South Australia	Australian Labor Party	SA	July 2003–June 2004
Senator the Hon. Amanda Vanstone	Senator for South Australia	Liberal Party of Australia	SA	July 2003–June 2004
Senator the Hon. Nicholas Minchin	Senator for South Australia	Liberal Party of Australia	SA	July 2003–June 2004
Senator the Hon. Nick Bolkus	Senator for South Australia	Australian Labor Party	SA	July 2003–June 2004
Senator Bob Brown	Senator for Tasmania	Australian Greens	Tas.	July 2003–June 2004
Senator Brian Harradine	Senator for Tasmania	Independent	Tas.	July 2003–June 2004
Senator Guy Barnett	Senator for Tasmania	Liberal Party of Australia	Tas.	July 2003–June 2004
Senator John Watson	Senator for Tasmania	Liberal Party of Australia	Tas.	July 2003–June 2004
Senator Kay Denman	Senator for Tasmania	Australian Labor Party	Tas.	July 2003–June 2004
Senator Kerry O'Brien	Senator for Tasmania	Australian Labor Party	Tas.	July 2003–June 2004
Senator Richard Colbeck	Senator for Tasmania	Liberal Party of Australia	Tas.	July 2003–June 2004
Senator Shayne Murphy	Senator for Tasmania	Independent	Tas.	July 2003–June 2004
Senator Sue Mackay	Senator for Tasmania	Australian Labor Party	Tas.	July 2003–June 2004
Senator the Hon. Eric Abetz	Senator for Tasmania	Liberal Party of Australia	Tas.	July 2003–June 2004
Senator the Hon. Nick Sherry	Senator for Tasmania	Australian Labor Party	Tas.	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
Senator Kate Lundy	Senator for the Australian Capital Territory	Australian Labor Party	ACT	July 2003–June 2004
Senator Nigel Scullion	Senator for the Northern Territory	Northern Territory Country Liberal Party	NT	July 2003–June 2004
Senator Trish Crossin	Senator for the Northern Territory	Australian Labor Party	NT	July 2003–June 2004
Senator Gavin Marshall	Senator for Victoria	Australian Labor Party	Vic.	July 2003–June 2004
Senator Jacinta Collins	Senator for Victoria	Australian Labor Party	Vic.	July 2003–June 2004
Senator Julian McGauran	Senator for Victoria	National Party of Australia	Vic.	July 2003–June 2004
Senator Kim Carr	Senator for Victoria	Australian Labor Party	Vic.	July 2003–June 2004
Senator Lyn Allison	Senator for Victoria	Australian Democrats	Vic.	July 2003–June 2004
Senator Robert Ray	Senator for Victoria	Australian Labor Party	Vic.	July 2003–June 2004
Senator Stephen Conroy	Senator for Victoria	Australian Labor Party	Vic.	July 2003–June 2004
Senator the Hon. Kay Patterson	Senator for Victoria	Liberal Party of Australia	Vic.	July 2003–June 2004
Senator the Hon. Richard Alston	Senator for Victoria	Liberal Party of Australia	Vic.	July 2003–June 2004
Senator the Hon. Rod Kemp	Senator for Victoria	Liberal Party of Australia	Vic.	July 2003–June 2004
Senator Tsebin Tchen	Senator for Victoria	Liberal Party of Australia	Vic.	July 2003–June 2004
Senator Alan Eggleston	Senator for Western Australia	Liberal Party of Australia	WA	July 2003–June 2004
Senator Andrew Murray	Senator for Western Australia	Australian Democrats	WA	July 2003–June 2004
Senator Brian Greig	Senator for Western Australia	Australian Democrats	WA	July 2003–June 2004
Senator Christopher Evans	Senator for Western Australia	Australian Labor Party	WA	July 2003–June 2004
Senator David Johnston	Senator for Western Australia	Liberal Party of Australia	WA	July 2003–June 2004
Senator Mark Bishop	Senator for Western Australia	Australian Labor Party	WA	July 2003–June 2004
Senator Ross Lightfoot	Senator for Western Australia	Liberal Party of Australia	WA	July 2003–June 2004
Senator Ruth Webber	Senator for Western Australia	Australian Labor Party	WA	July 2003–June 2004
Senator Susan Knowles	Senator for Western Australia	Liberal Party of Australia	WA	July 2003–June 2004
Senator the Hon. Christopher Ellison	Senator for Western Australia	Liberal Party of Australia	WA	July 2003–June 2004
Senator the Hon. Ian Campbell	Senator for Western Australia	Liberal Party of Australia	WA	July 2003–June 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
Senator the Hon. Peter Cook	Senator for Western Australia	Australian Labor Party	WA	July 2003–June 2004
Mr Geoff Ash	The Greens NSW	The Greens NSW	NSW	July 2003–June 2004
Ms Diane Teasdale	Australia First	Australia First	Vic.	Jan. 2004–June 2004
Mr Jason Wood	Australian Democrats— National Secretariat	Australian Democrats	ACT, NSW, Vic., Qld, SA, WA, Tas., NT	July 2003–June 2004
Mr David King	Australian Democrats NSW Division	Australian Democrats NSW Division	NSW	July 2003–June 2004
Ms Samantha Roberts	Australian Greens—Victoria	Australian Greens—Victoria	Vic.	July 2003–June 2004
Mr Matthew Cossey	Australian Labor Party— ACT Branch	Australian Labor Party	ACT	July 2003–June 2004
Mr Eric Roozendaal	Australian Labor Party— NSW Branch	Australian Labor Party	NSW	July 2003–June 2004
Mr Cameron Milner	Australian Labor Party— Qld Branch	Australian Labor Party	Qld	July 2003–June 2004
Mr Ian Hunter	Australian Labor Party— SA Branch	Australian Labor Party	SA	July 2003–June 2004
Mr David Feeney	Australian Labor Party— Vic. Branch	Australian Labor Party	Vic.	July 2003–June 2004
Mr Bob Korbelt	C/- Australian Labor Party— Federal Secretariat	Australian Labor Party	ACT, NSW, Vic., Tas., SA, WA, NT, Qld (supplied to data bureau)	July 2003–June 2004
Ms Kylie Laurence	Christian Democratic Party	Christian Democratic Party	NSW	Sept. 2003–Nov. 2003, Feb. 2004, May 2004
Mr Craig Isherwood	Citizens Electoral Council of Australia	Citizens Electoral Council of Australia	Vic.	July 2003–June 2004
Mr John Mulholland	Democratic Labor Party	Democratic Labor Party	Vic.	July 2003
Mr Laurence Rushton	Ex Service, Service and Veterans Party	Ex Service, Service and Veterans Party	ACT, NSW, Vic., Tas., SA, WA, NT, Qld	Apr. 2004–May 2004
Mr Ray Hentzschel	Family First Party— Database Administrator	Family First Party	ACT, NSW, Vic., Qld, SA, WA, Tas., NT	June 2004
Mr Graham Askey	Help End Marijuana Prohibition Party	Help End Marijuana Prohibition Party	NSW	Feb. 2004–May 2004

Recipient	Constituency/position	Political party	Data provided	Period provided
Mr Warren Huisman	Liberal Party of Australia— Federal Secretariat	Liberal Party of Australia	ACT, NSW, Vic., Qld, SA, WA, Tas., NT (supplied to data bureau)	July 2003–June 2004
Mr Julian Freeland	Liberal Party of Australia— NSW Division	Liberal Party of Australia	NSW	July 2003–Oct. 2003
Ms Latisha Wenlock	Liberal Party of Australia— NSW Division	Liberal Party of Australia	NSW	Nov. 2003–June 2004
Mr Dai Reynolds	Liberal Party of Australia— Qld Division	Liberal Party of Australia	Qld	Jan. 2004–June 2004
Mr Peter Skillern	Liberal Party of Australia— Tas. Division	Liberal Party of Australia	Tas.	July 2003–Aug. 2003
Mr Brian Loughnane	Liberal Party of Australia— Vic. Division	Liberal Party of Australia	Vic.	July 2003–Jan. 2004
Mr Julian Sheezel	Liberal Party of Australia— Vic. Division	Liberal Party of Australia	Vic.	Feb. 2004–June 2004
Mr Peter Wells	Liberal Party of Australia— WA Division	Liberal Party of Australia	WA	July 2003–June 2004
Ms Sue Mitchell	National Party of Australia— Federal Secretariat	National Party of Australia	NSW, Vic., ACT, SA, WA, Qld	July 2003–June 2004
Ms Julie Dale	National Party of Australia— NSW Branch	National Party of Australia	NSW	July 2003–June 2004
Mr Andrew Bibb	National Party of Australia— Qld Branch	National Party of Australia	Qld	July 2003–Aug. 2003
Mrs Lorraine Young	National Party of Australia— Qld Branch	National Party of Australia	Qld	Sept. 2003–June 2004
Ms Meredith Brown	National Party of Australia— Vic. Branch	National Party of Australia	Vic.	July 2003–June 2004
Mr Jamie Kronborg	National Party of Australia— WA Branch	National Party of Australia	WA	July 2003–June 2004
Mr Michael P Gallagher	No GST	No GST	NSW, Vic., SA, Qld	Aug. 2003–Nov. 2003
Mr James Hopkinson	Pauline Hanson's One Nation Western Australia	Pauline Hanson's One Nation	WA	May 2004–June 2004
Mr Peter Consandine	Republican Party of Australia	Republican Party of Australia	NSW	July 2003–Sept. 2003

Appendix F

Ecologically sustainable development and environmental performance

The AEC's planned outcomes are directed towards providing the Australian people with an independent electoral service which meets their needs, encourages them to understand and participate in the electoral process and enhances free and fair electoral processes throughout the world. These outcomes are not directly related to ecologically sustainable development objectives within the terms of section 516A(6)(b) of the *Environment Protection and Biodiversity Conservation Act 1999* (the EPBC Act).

In its operational activities, the AEC strives to use natural resources efficiently, to manage waste, and to reduce energy consumption in order to meet government targets and ultimately reduce greenhouse gas emissions.

During 2003–04, the AEC undertook a number of initiatives to develop and improve its environmental performance, including:

- A review and update of the AEC-specific environmental policy.
- An Initial Environment Review (IER) of central office at West Block. The IER indicates that environmental issues associated with the AEC's activities are currently managed effectively and that there is evidence of a strong commitment by staff and senior management to minimise environmental impacts and improve environmental performance. The IER confirms that the AEC has undertaken a number of positive environmental initiatives.
- The acceptance and commencement of implementation of the AEC's Environmental Management System (EMS). The EMS comprises three main components:
 - the *Environmental Policy*, which demonstrates the AEC's commitment to, and provides direction for, continual improvement in environmental performance
 - the *Environmental Management Manual*, which provides an overview of all components of the system, directs the reader to relevant documentation, and sets in place the structures, roles and responsibilities of the respective parties for implementation of the EMS
 - the *Environmental Procedures Manual*, which has been developed to ensure that procedures at the AEC enable the effective operation of the EMS.
- The establishment of an environmental management team to oversee, manage and develop procedures for the EMS to enable the AEC to meet its requirements. The team, under the auspices of AEC senior management (Assistant Commissioner—Corporate Services), consists of the EMS Coordinator (Manager—Office Services) and EMS officers (nominated staff from each branch and State or Territory).

In addition, the AEC had in place a range of practical strategies, pursuant to section 516A(6)(d) of the EPBC Act, including:

- conducting 'switch off' campaigns in relation to lighting and office machines
- incorporating energy-efficient lighting in new fit-outs
- recycling paper, cardboard and toner cartridges
- implementing the more efficient use of office space.

The AEC's strategies comply with the recommendations of the Australian National Audit Office Audit Report No. 47, *Energy Efficiency in Commonwealth Operations*.

Appendix G

Consultancies applicable in 2003–04

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 one or more of the following purposes:

- providing expert advice on policy, technical and professional matters
- undertaking research projects, surveys, fact-finding investigations and management reviews
- developing training material, except where the material is off the shelf and is available from any other organisation without any change in concept or content.

Before the delegate gives approval to engage a consultant, the following criteria must be met:

- The consultancy must meet AEC corporate planning objectives.
- Alternatives to the use of consultants must have been fully considered.
- The required skills must not be readily available in the AEC.
- The consultancy must not be used to circumvent other processes within the AEC.
- Costs and time frames must be reasonable.
- Selection arrangements must:
 - be publicly defensible
 - provide value for money
 - promote open and effective competition.
- The consultancy must have been budgeted for.
- Clear and comprehensive specifications and outcomes must have been developed.
- The criteria for evaluation of responses must have been developed.

The AEC Executive must approve proposed consultancies in excess of \$200,000.

Table 36 Consultancy contracts to the value of \$10,000 or more let during 2003–2004

Name of consultant	Nature/purpose of consultancy	Contract price	Selection process	Publicly advertised	Reason for contract
Haystac Public Affairs	Provision of public relations campaign for next federal election	\$350,000	Restricted tender	No	Expertise not available in the AEC
Value Creation Group (VCG) Pty Ltd	Development of AEC Strategic Plan 2004–06	\$108,350	Restricted tender	No	Expertise not available in the AEC
Nonggorr and Associates Lawyers, Papua New Guinea	Provision of consultancy services, AEC/AusAID	\$15,700	Restricted tender	Not applicable	Expertise not available in the AEC
Cultural Perspective Pty Ltd	Provision of NESB public relations sub-strategy for next federal election	\$55,000	Restricted tender	No	Expertise not available in the AEC
Pat Faget Pty Ltd Consulting	Provision of professional assistance in freedom of information matters	\$12,000	Restricted tender	No	Expertise not available in the AEC
Mercer Human Resources Consulting Pty Ltd	Review of AEC divisional offices and tailored training on effective work roles	\$66,814	Restricted tender	No	Expertise not available in the AEC

NESB = non-English speaking background

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 2003–04 financial year.

Table 37 **AEC activities in relation to industrial elections and commercial ballots in 2003–04**

	Vic.	NSW	Qld	SA	WA	Tas.	ACT	NT	Total
Elections and ballots									
Contested industrial elections	32	22	9	9	10	11	5	5	103
Uncontested industrial elections	79	52	30	28	28	31	28	9	285
Certified agreement ballots	1	17	3	–	11	3	24	–	59
Other commercial elections and ballots	–	2	1	–	–	2	2	3	10
Other elections and ballots	1	–	–	–	–	–	–	–	1
Total elections and ballots completed	113	93	43	37	49	47	59	17	458
Offices									
Offices contested	187	259	76	54	57	63	26	16	738
Offices uncontested	2,551	638	402	512	472	336	971	54	5,936
Total offices	2,738	897	478	566	529	399	997	70	6,674
Candidates									
Candidates for contested offices (industrial)	318	407	125	108	74	131	45	29	1,237
Candidates for uncontested offices (industrial)	1,049	554	338	353	332	252	583	34	3,495
Total candidates	1,367	961	463	461	406	383	628	63	4,732
Ballot papers									
Ballot papers issued (industrial)	148,666	92,912	97,155	75,704	62,937	40,512	18,670	7,011	543,567
Ballot papers returned (industrial)	44,089	34,775	24,583	21,475	18,713	12,789	4,326	2,829	163,579
Ballot papers issued (certified agreements)	108	54,813	671	–	1,876	1,284	17,278	–	76,030
Ballot papers returned (certified agreements)	107	31,655	401	–	1,471	862	12,710	–	47,206
Ballot papers issued (other commercial)	–	697	2,221	–	–	2,240	63	370	5,591
Ballot papers returned (other commercial)	–	299	1,113	–	–	1,315	2,036	331	5,094
Ballot papers issued (other)	782	–	–	–	–	–	–	–	782
Ballot papers returned (other)	230	–	–	–	–	–	–	–	230
Total ballot papers issued	149,556	148,422	100,047	75,704	64,813	44,036	36,011	7,381	625,970
Total ballot papers returned	44,426	66,729	26,097	21,475	20,184	14,966	19,072	3,160	216,109

Appendix I

Aboriginal and Torres Strait Islander Commission election statistics

Table 38 Elections to fill ATSIC casual vacancies in 2003-04

Notification date	Regional Council	State	Region	Ward	Former member	New member	Eligible candidates	Date of declaration	Declarations received
24 June 03	Malarabah	WA	Derby	Bandaral Ngadu	Trevor Menmuir	Percy Bulagardie	2	31 July 03	1
17 July 03	Roma	Qld	Roma	Roma	Randall Taylor	Chris Lamb	41	28 Aug. 03	13
21 July 03	Miwatj	NT	Nhulunbuy	Bulunu	Gatjil Djerrkura	Banambi Wunungmurra	6	10 Sept. 03	2
18 Sept. 03	Wanga Wilurrara	SA	Ceduna	Kakarrara Wilurrara	Alan Dodd (dec'd)	Jamie Edwards	2	13 Oct. 03	1
22 Sept. 03	Wagga Wagga	NSW	Wagga Wagga	Murrumbidgee/Lachlan	Paul House	Robert Hampton	9	24 Oct. 03	7
26 Sept. 03	Cairns	Qld	Cairns	Cairns	Ray Wallace	Cedric (Bob) Cook	6	6 Nov. 03	6
4 Nov. 03	Adelaide	SA	Adelaide	Kurna	Patricia Waria Read	Heather Agius	6	4 Dec. 03	2
27 Nov. 03	Western Desert	WA	Warburton	Warburton	Glen Cooke	Beverley Thomas	5	23 Dec. 03	3
27 Nov. 03	South Hedland	WA	South Hedland	Ashburton	Anne Hayes	Darren Injie	3	23 Dec. 03	2
6 Jan. 04	Tumbukka	Vic.	Ballarat	West Melbourne	Gavin Brown	Leslie Bamblett	1	6 Feb. 04	1
29 Jan. 04	South East Queensland	Qld	Brisbane	North Coast	Donna Lacey	Karen Collins	8	3 Mar. 04	2
11 Feb. 04	Sydney	NSW	Sydney	Greater Sydney	Tanya King	Ricky Lyons	41	22 Mar. 04	12
2 Apr. 04	Wunan	WA	Kununurra	Yawooroong	Ronnie Macale	Kenny Green	7	7 May 04	1
2 Apr. 04	South East Queensland	Qld	Brisbane	Ipswich and South Coast	Patricia Thompson	Sonny Thompson	17	7 May 04	6
4 May 04	Yilli Rreung	NT	Darwin	Darwin	Eddie Cubillo	Dorothy Fox	8	15 June 04	2
13 May 04	Patpa Warra	SA	Adelaide	Kurna	Shirley Peisley	–	9	25 June 04	0

Table 39 Elections to fill ATSIC Regional Council positions in 2003–04

State	Region	Ward	Election date	No. of vacancies	Total nominations	Declaration date	Votes received	Votes rejected	Formal votes	Informal votes	Successful candidates
Queensland	Cooktown	Aurukun	31 May 03	1	7	2 June 03	522	29	482	11	Jonathan Korkaktain
Northern Territory	Jabiru	Daly River	30 Aug. 03	1	4	3 Sept. 03	223		216	7	Terry Sams

Table 40 ATSIC officeholder elections in 2003–04

Notification date	Regional Council	State	Region	Position	Former officeholder	New officeholder	Eligible candidates	Post date	Polling date	Nominations received
21 July 03	Miwatj	NT	Nhulunbuy	Chairperson	Gatjil Djerrkura	Tony Binalany One	3	24 July 03	31 July 03	3
21 July 03	Miwatj	NT	Nhulunbuy	Alt Deputy Chairperson	Gatjil Djerrkura	Jack Munyarirr	3	24 July 03	31 July 03	3
5 Aug. 03	Roma	Qld	Roma	Deputy Chairperson	Randall Taylor	Gary Alan White	2	25 July 03	15 Aug. 03	2
11 Aug. 03	ATSIC	ACT		Deputy Chairperson	Ray Robinson	Lionel Quartermaine	17	11 Aug. 03	18 Aug. 03	4
8 Oct. 03	Queanbeyan	NSW	Queanbeyan	Chairperson	Iris White	Keith Morgan	3	29 Sept. 03	8 Oct. 03	3
11 Sept. 03	Kununurra	WA	Wunan	Alt Deputy Chairperson	Donald Chulung	John Green	1	7 Oct. 03	28 Oct. 03	1
10 Nov. 03	Adelaide	SA	Adelaide	Deputy Chairperson	Patricia Waria Read	Patricia Buckskin	1	9 Dec. 03	17 Dec. 03	1
22 Jan. 04	Sydney	NSW	Sydney	Chairperson	Maxine Conaty	Marcia Ella Duncan	10	9 Feb. 04	17 Feb. 04	2

Appendix J

Complaints, compliments and suggestions

Complaints, compliments and suggestions were received by the AEC in person, in writing and by phone, including via the AEC's 13 23 26 telephone number. Central office also received complaints, compliments and suggestions via email to info@aec.gov.au.

COMPLAINTS

During 2003–04, 224 complaints were received, 15 of which were communicated via the information email address. We aimed to action complaints within seven days, and the estimated 90 per cent that could be resolved were finalised within 10 working days.

Reasons for complaints included:

- legislative requirements that the AEC is unable to alter, such as compulsory voting obligations
- privacy concerns about public viewing and access to the electoral roll
- withdrawal of microfiche from sale
- penalties for non-voters.

COMPLIMENTS

The number of compliments received varied across the central, State and divisional offices, with some offices receiving positive feedback daily. During 2003–04, 384 compliments were received, 195 of which were emailed. The most common compliments were for:

- resolution of an urgent problem
- quality of the website
- quality of material and information received
- quality of programs at the electoral education centres
- real people (local to area, not a call centre) answering the phones
- level of service by staff (prompt; always very helpful; happy and courteous no matter what the inquiry; efficiency; professionalism)
- clarifying details on the electoral roll.

SUGGESTIONS

During 2003–04, 18 suggestions were received, nine of which were sent via email. The suggestions were to:

- include homeless persons in AEC public awareness campaigns
- amend text of overseas elector enrolment form
- publish (print and web) further historical electoral details, such as boundary changes in the past and voting results from 1900 to 2000
- provide more information on the website about doorknocking and other AEC electoral activities
- provide PC-based, public-access electoral roll to State electoral bodies
- amend electoral education centre programs to focus more on secondary students
- provide internet access to enrolment details.

OTHER EMAIL CONTACTS WITH THE AEC

- The AEC received 5,433 non-junk emails through the info@aec.gov.au email address during 2003–04.
- Australians living, travelling or about to depart overseas sent 1,375 inquiry emails.
- People requesting searches of the roll for lost family members and friends sent 419 emails, and were directed to the National Library, to divisional offices (to search the roll), or to the Salvation Army.
- January, February and March saw an increase in emails because of the New South Wales and Queensland State elections.

In addition, suggestions regarding the format of the website and Virtual Tally Room were also received at AEC stakeholder workshops with the political party secretariats (Australian Labor Party and Liberal Party).

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Glossary and Abbreviations

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AAT Act	<i>Administrative Appeals Tribunal Act 1975</i>
ABS	Australian Bureau of Statistics
ADJR Act	<i>Administrative Decisions (Judicial Review) Act 1977</i>
AEC	Australian Electoral Commission
AEO	Australian Electoral Officer
ANAO	Australian National Audit Office
APS	Australian Public Service
ATSIC	Aboriginal and Torres Strait Islander Commission
AusAID	Australian Agency for International Development
AWA	Australian Workplace Agreement
BRIDGE course	Building Resources in Democracy, Governance and Elections electoral administrators' course
CRU program	continuous roll update program
EEC	electoral education centre
ELMS	Election Management System
EMIS	Enrolment Management Information System
EPBC Act	<i>Environment Protection and Biodiversity Conservation Act 1999</i>
ERR	electoral roll review
FOI Act	<i>Freedom of Information Act 1982</i>
IFES	the organisation previously known as 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>
IT	information technology
JSCEM	Joint Standing Committee on Electoral Matters
KPU	Indonesian General Election Commission
MOU	memorandum of understanding
office, non-office	An '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. A '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
Privacy Act	<i>Privacy Act 1988</i>
RMANS	computerised roll management system
SAF	sample audit fieldwork
SCVP	School and Community Visits Program
silent elector enrolment	'Silent' electors are those who have their names shown on the roll but do not have their addresses shown. Section 104 of the <i>Commonwealth Electoral Act 1918</i> provides for electors to apply for their address details not to be shown on the roll, where the applicant considers that having their address shown on the roll would place at risk the personal safety of themselves or their family. The applicant must lodge a statutory declaration with their application, setting out sufficient detail of the risk to enable the Divisional Returning Officer to be satisfied that having the address of the person on the roll would place the safety of the applicant or their family at risk.
TAFE	Technical and Further Education
TSRA	Torres Strait Regional Authority
TTF sessions	train-the-facilitator sessions

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