

Annual Report

2021–22

© Commonwealth of Australia 2022

ISSN: 0814-4508

Unless otherwise noted, the Australian Electoral Commission has applied the Creative Commons Attribution 4.0 International Licence to this publication with the exception of the Commonwealth Coat of Arms, the AEC's logos, the AEC's maps and content supplied by third parties.

Use of material subject to the licence must not assert or imply any connection with or endorsement by the AEC unless with express prior written permission.

The commission asserts the right of recognition as author of the original material. The publication should be attributed as *Australian Electoral Commission Annual Report 2021-22*. The terms 'Indigenous' and 'First Nations' in this report refer to Aboriginal and Torres Strait Islander people unless otherwise stated.

This report may contain the names and images of Aboriginal and Torres Strait Islander people now deceased.

Produced by: Australian Electoral Commission

Printed by: Elect Printing

Annual Report contact officer

Director, Budget and Performance Section
Australian Electoral Commission
10 Mort Street
Canberra ACT 2600

Contact phone number: 13 23 26

Contact email: performance@aec.gov.au

Entity website: www.aec.gov.au

Make an online enquiry

www.aec.gov.au/enquiry

Accessible services

www.aec.gov.au/about_aec/translated_information/ for telephone interpreter services in multiple languages.

Readers who are deaf or who have a hearing or speech impairment can contact the AEC through the National Relay Service (NRS)

- TTY users phone 13 36 77 and ask for 13 23 26
- Speak and Listen users phone 1300 555 727 and ask for 13 23 26
- Internet relay users connect to the NRS and ask for 13 23 26

This publication is printed on an uncoated, 30% recycled, carbon neutral paper, approved by the Programme for the Endorsement of Forest Certification.

Contents

About this report	ix
Tools to assist readers	ix
Letter of transmittal	x
Section 01 – Commissioner’s review	1
Largest ever electoral roll	2
Indigenous enrolment	3
Voting options and services	3
Protecting the integrity of elections	4
Transforming our organisation	5
Implementing new legislation	5
Federal redistributions	6
Relaunching the AEC’s education program	6
Looking forward	6
Section 02 – Overview of the AEC	7
Role and function	8
Organisational structure	8
AEC Organisation chart	9
Section 03 – Performance report	11
Annual performance statements	14
Key activity 1	15
Maintain the integrity of electoral and regulatory processes	15
Key activity 2	23
Prepare for and deliver electoral events	23
Reputation management	24
Temporary election workforce	26
Venue and materials management	26
Information technology	26
Voter services	27
The count	29
Key facts and figures	29
Key activity 3	34
Engage with our stakeholders through education and public awareness activities	34
Key activity 4	42
Maintain a capable and agile organisation and continue to professionalise our workforce	42
Regulator performance	46

Section 04 – Highlights 2021–22	49
International engagement	50
Election preparation in the Pacific	50
International training and development	51
Four Countries Conference	51
Electoral Council of Australia and New Zealand	51
Helping Australians vote through a pandemic	52
Seeing the forest and the trees – view from the AEC Command Centre	53
Election workforce – finding the right people for the right roles	54
Going the extra mile to allow all Australians to have their say	55
Indigenous enrolment and temporary election workforce	57
Increasing Indigenous representation in the temporary election workforce	57
Dedicated Indigenous polling assistant positions in priority locations	57
Partnerships: Case studies	57
Our defence of Australia’s democratic reputation	59
Section 05 – Management and accountability	63
Corporate governance – principles and objectives	64
Ethical standards	64
Internal audit	64
Audit Committee	64
External audit	65
Risk management	65
Fraud control	66
Internal planning processes	66
External scrutiny	66
Significant developments and judicial decisions	66
Administrative Appeals Tribunal decisions	67
Australian Information Commissioner decisions	67
Australian Privacy Commissioner decisions	67
Australian Human Rights Commission decisions	68
Auditor-General reports	68
Electoral communications complaints	68
Parliamentary committee engagement	68
Commonwealth Ombudsman investigations	68
Freedom of information	68
Customer scrutiny	68
Our people	69
Recruitment	70
Terms and conditions of employment	70
Performance management and performance pay	70
Disability reporting mechanisms	71
Workforce planning	71
Work health and safety	72

COVID-19 workplace safety	72
Health and safety incident and claim management	73
Developing our people	74
Asset management	75
Physical assets	75
Working from home and the office during COVID-19	75
Environmental performance and sustainable development	75
Purchasing	77
Australian National Audit Office access clauses	77
Small business	77
Publication of contracts on AusTender	77
Consultants	77
Section 06 – Financial statements	81
Financial performance summary	82
Independent Auditor’s report	84
Financial statements	86
Section 07 – Appendices	109
Appendix A: Resources	110
Appendix B: Governance	112
Accountable authority	112
Audit Committee details	112
Business planning documents	114
AEC management committees	115
Appendix C: Commonwealth Electoral Roll information	118
Enrolment rate and enrolled population	118
Commonwealth Electoral roll extracts and recipients	119
Appendix D: Electoral events data	123
2022 Federal election data	123
Appendix E: Public awareness data	124
Advertising and market research	124
Appendix F: Electoral redistribution data	125
Appendix G: Financial disclosure data	126
Election funding payments in 2021–22	126
Annual financial disclosure returns 2021–22	126
Appendix H: Workforce statistics	127
Appendix I: Electoral communications complaints	137
Section 08 – Reader guides	139
Abbreviations and acronyms	140
Glossary	142
List of requirements – non-corporate Commonwealth entities	145
Section 09 – General index	151

Figures

Figure 1: Australia's 151 electoral divisions at 30 June 2022	20
Figure 2: Six guiding principles of AEC's Reputation Management Framework	59
Figure 3: Enrolment rate trend from 30 June 2007 to 30 June 2022	118

Tables

Table 1: Performance measures from the AEC Portfolio Budget Statements mapped against agency key activities and functions	13
Table 2: Industrial elections and ballots key figures	33
Table 3: AEC performance against the regulator performance guide	47
Table 4: Comparison of Aboriginal and Torres Strait Islander temporary election workforce, 2019 and 2022 federal elections	57
Table 5: AEC APS workforce by employment type and classification (excluding statutory office holders), 30 June 2022	69
Table 6: Current cases for compensable and non-compensable injuries at 30 June 2022	74
Table 7: Reportable consultancy contracts (2021–22)	78
Table 8: List of organisations receiving a share of consultancy contracts (2021–22)	78
Table 9: Reportable non-consultancy contracts (2021–22)	79
Table 10: List of organisations receiving non-consultancy contract expenditures (2021–22)	79
Table 11: Agency resource statement summary (2021–22)	110
Table 12: Expenses and resources for Outcome 1	111
Table 13: Average staffing levels 2019–20 to 2021–22	111
Table 14: Details of accountable authority during current report period (2021–22)	112
Table 15: Audit Committee	112
Table 16: Business planning documents	114
Table 17: AEC management committees	115
Table 18: Senators and MPs provided with electoral roll extracts, 2021–22*	119
Table 19: Registered political parties provided with electoral roll extracts, 2021–22*	121
Table 20: Government departments and agencies provided with electoral roll extracts, 2021–22*	122
Table 21: Medical and electoral researchers provided with electoral roll extracts, 2021–22*	122
Table 22: Provision of electoral roll information to organisations verifying identity for financial purposes 2021–22*	123
Table 23: Advertising and media placement payments, \$14,500 or more	124
Table 24: Summary of electoral redistributions concluded in 2021–22*	125
Table 25: All ongoing employees by location, current report period (2021–22)	127
Table 26: All non-ongoing employees by location, current report period (2021–22)	127

Table 27: All ongoing employees by location, previous report period (2020–21)	128
Table 28: All non-ongoing employees by location, previous report period (2020–21)	128
Table 29: Australian <i>Public Service Act 1999</i> ongoing employees, current report period (2021–22)	129
Table 30: Australian <i>Public Service Act 1999</i> non-ongoing employees, current report period (2021–22)	129
Table 31: Australian <i>Public Service Act 1999</i> ongoing employees, previous report period (2020–21)	130
Table 32: Australian <i>Public Service Act 1999</i> non-ongoing employees, previous report period (2020–21)	130
Table 33: Australian <i>Public Service Act 1999</i> employees by full-time and part-time status, current report period (2021–22)	131
Table 34: Australian <i>Public Service Act 1999</i> employees by full-time and part-time status, previous report period (2020–21)	131
Table 35: Australian <i>Public Service Act 1999</i> employment type by location, current report period (2021–22)	132
Table 36: Australian <i>Public Service Act 1999</i> employment type by location, previous report period (2020–21)	132
Table 37: Australian <i>Public Service Act 1999</i> Indigenous employment, current report period (2021–22)	133
Table 38: Australian <i>Public Service Act 1999</i> Indigenous employment, previous report period (2020–21)	133
Table 39: Australian <i>Public Service Act 1999</i> employment arrangements, current report period (2021–22)	133
Table 40: Australian <i>Public Service Act 1999</i> employment salary ranges by classification level (minimum/maximum), current report period (2021–22)	133
Table 41: Statutory appointments under the <i>Commonwealth Electoral Act 1918</i> as of 30 June 2022	134
Table 42: Information about remuneration for key management personnel (KMP)	135
Table 43: Information about remuneration for Senior Executives (SES)	136
Table 44: Information about remuneration for other highly paid staff	136
Table 45: Electoral communications complaints investigated by the AEC during the 2022 federal election	137
Table 46: Comparison of electoral communications complaints received by the AEC during the 2019 and 2022 federal elections	137



About this report

This report outlines the performance of the Australian Electoral Commission (AEC) for the financial year ending 30 June 2022.

The report meets the requirements of the *Commonwealth Electoral Act 1918*, the *Public Governance, Performance and Accountability Act 2013*, and the *Public Governance, Performance and Accountability Rule 2014* for annual reports.

There are nine sections:

1. **Commissioner's review** – the Electoral Commissioner reflects on the year
2. **Overview of the AEC** – the AEC's role, functions and organisational structure
3. **Performance report** – performance against the agency purpose and key activities in the AEC 2021–22 Corporate Plan with reference to the Portfolio Budget Statements
4. **Highlights 2021–22** – key contributions to the AEC's story over the last year
5. **Management and accountability** – information on the management and accountability of the AEC
6. **Financial statements** – financial performance for 2021–22 including audited financial statements
7. **Appendices** – additional information
8. **Reader guides** – abbreviations and acronyms, glossary and index to the list of annual report requirements
9. **General index.**

Tools to assist readers

This publication has:

- a table of contents
- lists of figures and tables
- an alphabetical index
- a list of requirements
- cross references
- an abbreviations and acronyms section
- a glossary

See **page ii** for accessible services.

This report is available online at **transparency.gov.au**.

A PDF version is also available at **aec.gov.au/2022**.

Letter of transmittal



Electoral Commissioner

Senator the Hon Don Farrell
Special Minister of State
Parliament House
CANBERRA ACT 2600

Cc: Senator the Hon Katy Gallagher
Minister for Finance

Dear Minister Farrell

I am pleased to present the Annual Report of the Australian Electoral Commission (AEC) for the year ending 30 June 2022.

The report has been prepared for the purposes of:

- (i) section 46 of the *Public Governance, Performance and Accountability Act 2013*; and
- (ii) section 17 of the *Commonwealth Electoral Act 1918*.

As required by section 10 and paragraph 17AG(2)(b) of the *Public Governance, Performance and Accountability Rule 2014*, I also certify that the AEC:

- has prepared fraud risk assessments and a fraud control plan;
- has in place appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud; and
- has taken all reasonable measures to deal appropriately with fraud relating to the AEC.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Tom Rogers', is written over a long, thin horizontal line that extends across the page.

Tom Rogers

29 September 2022

10 Mort Street, Canberra ACT 2600 P 02 6271 4411

www.aec.gov.au

SECTION 01

Commissioner's review

2021–22 ANNUAL REPORT

The Electoral Commissioner, Tom Rogers,
reflects on the year

Commissioner's review



The successful delivery of the 2022 federal election in the 2021–22 financial year was the result of a heroic effort by AEC staff in overcoming unprecedented challenges to provide Australians with the opportunity to vote.

The ever-changing pandemic environment, extreme weather events, and substantial legislative changes on the doorstep of the event, all combined to create a deeply complex and uncertain operating environment. Despite this background of complexity, the AEC facilitated high integrity electoral processes, thereby ensuring Australians retain a high level of confidence and trust in our nation's electoral process.

In addition to being the most complex, the 2022 federal election was also the largest election in our history. The sheer size and scale of the event involved more than 17.2 million citizens, 105,000 temporary election staff, and a vast range of customised and adapted voting options. Throughout the federal election cycle, the AEC worked diligently to plan and prepare for an in-person election that still met the requirements of the varied, and changing, state and territory COVID-19 health directions. We consulted with health experts throughout our planning and delivery phase to ensure that appropriate safety measures were in place for voters, AEC staff and other participants. When it became clear that there would

be circumstances where some citizens impacted by COVID would not be able to vote safely in person, we worked with our stakeholders to identify, design and deliver alternatives.

Largest ever electoral roll

Australia now has the largest electoral roll since Federation, with more than 17.2 million Australians enrolled and an enrolment rate of 97.1 per cent, exceeding our target of 95 per cent. This is, quite simply, unalloyed good news, and a huge achievement which ensures that more Australians than ever before had the opportunity to exercise the franchise. We are continuing to grow the roll through targeted activities in areas where we know there is still work to do.

The close of rolls on Monday 18 April during the 2022 federal election was our biggest ever single day for enrolment applications. A total of 213,600 applications were received, including almost 209,000 online enrolment system applications, surpassing all previous close of roll periods in the AEC. We are very proud of our ability to process this scale of

enrolments on a single day, which highlights the scope of work required to deliver this election milestone, as well as our agency's ability to be agile and pool our resources when needed. The Enrolment Digitisation Program, which aims to improve usability of our enrolment services, is one of our incremental modernisation initiatives that is reaping benefits for our agency.

Indigenous enrolment

The AEC remains absolutely committed to continuing to improve Indigenous electoral participation, which starts with improving enrolment rates. While our current strategies have achieved year-on-year growth of Indigenous enrolment rates for the last six years, we continue to look for new strategies to further enfranchise First Nations Australians.

The AEC's Indigenous Electoral Participation Program (IEPP) continues to engage with Indigenous communities and improve Indigenous electoral participation. To enhance participation in the 2022 federal election, the AEC's IEPP activities focused on establishing partnerships with organisations that have reach into and are trusted by communities. The partners were pivotal to successful engagement and delivery, enabling services in an accessible and culturally suitable way. In addition, the AEC has an expanded suite of promotion and educational materials for Indigenous voters.

Voting options and services

To deliver the franchise to Australian citizens during the pandemic, with varied health restrictions in place both in Australia and around the world, the AEC needed to customise and adapt a range of voting options. We undertook extensive engagement with our stakeholders to devise solutions for Australians in a variety of differing circumstances.

Federal elections are largely in-person community events, and the AEC put in place a range of safety measures for in-person voting at the election, all of which were based on the advice of health experts around the country. The AEC also delivered service options including in-person early voting, increased postal voting, overseas voting, mobile polling, and telephone voting for people who are blind or who have low vision. Our message to Australians was to *plan your vote*.

Acknowledging there would still be some people who may not be able to access the vote due to COVID, the AEC worked with a range of partners to establish a secure telephone voting solution as an emergency measure for those citizens who tested positive to COVID-19 in the final days of voting.

Protecting the integrity of elections

The AEC has significantly matured our approach to protecting the integrity of federal elections in Australia. Perhaps one of the most effective components of our approach was to establish a Reputation Management Strategy. The strategy recognises the challenging, complex and ever-changing external operating environment; the intense scrutiny under which elections are conducted; the rise in mis and disinformation; and the potential for malign actors to attempt to interfere.

The AEC's approach to ensuring electoral integrity encompasses security, information and operations measures; being cognisant of the domestic and international environment; and understanding community and stakeholder expectations. Our Reputation Management Strategy has six principles, including being proactive about building a positive reputation for the Australian electoral system and undertaking open and robust communication with voters and stakeholders. A key part of this was our *Stop and Consider* campaign to alert people to consider the source of the information they see, hear or read. We also published a disinformation register to debunk myths spread about electoral process.

For the first time this election, the AEC established a command centre which allowed us to monitor the ongoing operations of the agency and the conduct of the

election from a central point. This enabled us to actively monitor issues, manage risks, and plan for crisis situations. The Electoral Integrity Assurance Taskforce was again in place to support the 2022 election and operated out of the command centre.

The AEC established a Defending Democracy Unit (DDU) to align the AEC's electoral interference functions. The DDU sits within a broader Electoral Integrity and Communications Branch, to align the critical functions of election security and communications.

Underpinning all of this was, of course, the operational integrity of the election. We backed up our public statements through our operational delivery. We have also continued to professionalise our workforce – through education, training and rehearsals – and our values of ensuring 'electoral integrity through quality, agility and professionalism' underpin everything we do.

Transforming our organisation

In addition to delivering electoral services to Australians, we have continued to transform our organisation. This is an extremely dynamic program of work with its own unique set of challenges and timeframes to meet. The Elections System Modernisation (Indigo) program involves modernising our electoral management systems to improve our capacity to adapt to the ever-changing environment. The program is a shift in the AEC's approach which will deliver a citizen-centric, agile technology platform. The seven-year transformation journey will reposition how we provide electoral services and ensure ongoing integrity of the electoral system.

Implementing new legislation

The AEC implemented a significant number of legislative changes just ahead of the federal election, which added to the complexity of our preparations. These changes involved a range of measures including party registration, counting and operational efficiencies, electoral offences and multiple voting, funding and disclosure, foreign influences and offences, authorisations, and COVID enfranchisement.



Federal redistributions

As part of our extensive broad program of work this year, the AEC concluded two federal redistributions for Victoria in July 2021 and for Western Australia in August 2021. We ensured that impacted electors were advised of the changes, and we further reinforced these changes as part of our broader federal election communication.

Relaunching the AEC's education program

This financial year we significantly enhanced the education program. In March 2022, we reopened our doors to our newly refurbished National Electoral Education Centre (NEEC). The NEEC provides free, interactive, facilitated education sessions on Australia's federal electoral system.

The NEEC delivers a modern electoral education experience for the voters of tomorrow, with technology upgrades that deliver education in innovative and contemporary ways. The NEEC is just one part of the AEC's broader suite of electoral education services.

Looking forward

As part of our ongoing transformation journey, the AEC will continue to put the voter at the forefront of our work so that we can evolve and expand our capability to meet the needs of all Australians into the future. The AEC will use lessons from the federal election to shape future organisational capability and to drive ongoing modernisation efforts. This will help ensure our systems and our service offering remain fit-for-purpose in a constantly changing environment.

We will continue to enhance our education program through the delivery of an electoral exhibition within the Museum of Australian Democracy at Old Parliament House in late 2022. This will be open to the general public as a further showcase of our leadership in electoral education and election management.

We are also cognisant of the need to plan and prepare to deliver a referendum, whenever required. The AEC has already established relationships with a range of stakeholders, and we will continue to improve our broad range of communication and engagement activities with Australians. Our proactive electoral roll management combined with our robust readiness framework will put us in good stead to deliver what is expected of our agency for the year ahead.

SECTION 02

Overview of the AEC

2021–22 ANNUAL REPORT

The role, function and organisational structure
of the Australian Electoral Commission

Overview of the AEC

Role and function

The AEC is a non-corporate Commonwealth entity under the *Public Governance, Performance and Accountability Act 2013* and an independent statutory authority, established under the *Commonwealth Electoral Act 1918* (Electoral Act).

It is funded to deliver one purpose and one outcome:

Maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs.

The AEC has one program:

1.1 To deliver electoral events.

Pursuant to the Electoral Act and the *Referendum (Machinery Provisions) Act 1984*, we do this by:

- conducting successful electoral events, including federal elections, by-elections and referendums, and industrial elections and ballots
- ensuring confidence in the Commonwealth Electoral Roll
- regulating political party registrations and financial disclosure
- supporting electoral redistributions
- undertaking public awareness activities.

We also provide a range of electoral information and education programs both in Australia and in support of Australia's national interests.

Our vision is:

We are a leader in refining and delivering best practice in election management.

Organisational structure

The Electoral Commissioner, Tom Rogers, is appointed under the Electoral Act and is responsible for managing and operating the AEC.

At 30 June 2022, the AEC's Executive Leadership Team was:

- Tom Rogers Electoral Commissioner
- Jeff Pope APM Deputy Electoral Commissioner
- Kath Gleeson First Assistant Commissioner (acting)
- Thomas Ryan First Assistant Commissioner
- Michael Lynch First Assistant Commissioner (acting for Tim Courtney First Assistant Commissioner).

An organisational chart that includes our senior executive and their responsibilities as of 30 June 2022 is on **page 9**.

The AEC has a three-tier structure with:

- a national office in Canberra
- state and territory offices
- divisional offices.

Section 6 of the Electoral Act establishes a three-person Commission which has exclusive powers, particularly in relation to electoral redistributions, political party registration, and funding and disclosure.

At 30 June 2022, the Commission was:

- Hon. Justice Susan Kenny AM, Chairperson
- Mr Tom Rogers, Electoral Commissioner
- Dr David Gruen AO, Australian Statistician and non-judicial member.



SECTION 03

Performance report

2021–22 ANNUAL REPORT

Performance against the agency purpose and key activities
in the AEC Corporate Plan 2021–22 with reference to the
Portfolio Budget Statements

Performance report

The AEC's performance is measured against the agency's key activities, outlined in the *AEC Corporate Plan 2021–22* and the performance measures in the Portfolio Budget Statements (PBS).

Our four key activities work towards achieving our purpose:

- 1 maintain the integrity of electoral and regulatory processes
- 2 prepare for and deliver electoral events
- 3 engage with our stakeholders through education and public awareness activities
- 4 maintain a capable and agile organisation and continue to professionalise our workforce.

Table 1: Performance measures from the AEC Portfolio Budget Statements mapped against agency key activities and functions

Portfolio Budget Statements	Corporate Plan			
Maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs				
Outcome in the PBS	Purpose in our Corporate Plan			
One program: 1.1 To deliver electoral events	Key activities			
Performance measures	1	2	3	4
Electoral roll management				
• Percentage of eligible voters enrolled (enrolment rate)	✓	✓	✓	
• Redistributions determined when planned in accordance with the timeframes identified in the <i>Commonwealth Electoral Act 1918</i>	✓	✓		
Elections, by-elections and referendums				
• The writs for a federal election event are issued and returned in accordance with legislation and timeframes	✓	✓	✓	✓
• For industrial election and ballots, results are delivered with integrity and withstand scrutiny	✓	✓		✓
Public awareness				
• Deliver public awareness and education products that target all Australian citizens aged 18 years and over		✓	✓	
Party registrations and financial disclosure				
• The AEC maintains an up-to-date public register of political parties	✓	✓		
• Disclosure returns are published and regulated in accordance with timeframes in the <i>Commonwealth Electoral Act 1918</i>	✓		✓	

The agency’s key activities guide our actions and priorities, and promote continuous improvement.

The AEC’s performance is managed in relation to two cycles:

- four-year *Public Governance, Performance and Accountability Act 2013* performance cycle
- three-year federal election cycle.

Internally, we focus on a three-year electoral cycle encompassing the three phases of election preparedness used in our Election Readiness Framework:

1. lessons
2. implement change
3. mobilisation.

The AEC prepares for federal elections through the Election Ready Road Map while balancing other priorities. Each phase directs the activities to be undertaken and provides a path towards delivering the next federal election. These phases synchronise election preparation across the agency to meet a Directed Level of Election Readiness. The framework gives the Electoral Commissioner assurance that the AEC is at an appropriate ‘level of readiness’ to conduct a federal election when required.

In 2021–22, the AEC moved through an extended ‘mobilisation’ phase, delivered the federal election, and transitioned into the ‘lessons’ phase of the next electoral cycle.

The successful conduct of the 2022 federal election showcased our continuing development towards professionalising our workforce and improving processes.

The AEC will use lessons from the federal election to shape future organisational capability and to drive ongoing modernisation efforts. In this way, we will ensure our systems remain fit-for-purpose in a constantly changing environment.

Annual performance statements

The annual performance statements (included in the following tables from page 17 to 45) detail the AEC's performance against each of the agency's four key activities. They include a result and explanation for each criterion:

1. met/on track to be met
2. partly met
3. not met.

The Accountable Authority signs off the performance statements for 2021–22.

Statement by Electoral Commissioner

I, as the Accountable Authority of the Australian Electoral Commission, present the 2021–22 annual performance statements of the Australian Electoral Commission as required under paragraph 39(1) (a) of the *Public Governance, Performance and Accountability Act 2013*. In my opinion, these annual performance statements are based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the Act.

Tom Rogers
Electoral Commissioner

29 September 2022

Key activity 1

Maintain the integrity of electoral and regulatory processes

An essential feature of Australian democracy is an electoral system that operates with a high level of integrity.

The AEC maintains an impartial electoral system and processes for elections, referendums and by-elections in accordance with the *Commonwealth Electoral Act 1918* (Electoral Act) and the *Referendum (Machinery Provisions) Act 1984*.

As the Australian Government's independent electoral body, electoral integrity is central to the AEC's values of quality, agility and professionalism.

To maintain electoral integrity, the AEC regulates important aspects of the electoral system.

This includes:

- maintaining a complete and accurate Commonwealth Electoral Roll
- driving voter turnout
- supporting electoral redistributions
- registering political parties
- regulating the funding and disclosure scheme for political entities and individuals
- regulating the authorisation of electoral communications.

In this way, all eligible Australians can enrol, nominate as candidates, vote and have their votes counted accurately and securely in an electoral system that is free and fair, and that is appropriately regulated.

Active electoral roll management

The Commonwealth Electoral Roll – the list of Australians eligible to vote at federal electoral events – is integral to election delivery.

The AEC's key electoral roll activities are:

- encouraging eligible voters to enrol and keep their enrolment up to date
- targeted enrolment programs
- enrolment processing
- measuring and driving accuracy of the roll.

The AEC also supports state, territory and local government elections by managing the electoral roll through joint roll arrangements.

The nature of enrolment is changing. The AEC is committed to enhancing enrolment services through continuous improvement. One consequence of these improvements is a decrease in paper enrolment forms and an increase in uptake of online services. In 2021–22, the Federal Direct Enrolment Update program supported Australians to meet their enrolment obligations. Through our Enrolment Digitisation Program, we aim to further leverage technology to improve usability of our enrolment services and increase efficiencies.

Largest electoral roll continues to grow

Australia now has the largest Commonwealth Electoral Roll since Federation, with more than 17.2 million Australians enrolled at 30 June 2022.

The enrolment rate of 97.1 per cent exceeds the AEC's target of 95 per cent.

Roll data and extracts

Under the Electoral Act, the AEC provides electoral roll extracts to members of the House of Representatives, senators, federally registered political parties, federal government departments and agencies, and other specified recipients. This includes sharing electoral roll information for the purpose of identity verification services.

Government departments and agencies may receive electoral roll information if they are a 'prescribed authority' under item 4 of the table in subsection 90B(4) of the Electoral Act. A list of government departments and agencies currently eligible to receive roll information is set out in Schedule 1 of the *Electoral and Referendum Regulation 2016* (the Regulation). Each department and agency must justify access through its statutory functions and the *Privacy Act 1988*.

Private sector organisations may also receive electoral roll information if they are a 'prescribed organisation' under items 5, 6 and 7 of the table in subsection 90B(4) of the Electoral Act. This is strictly for identity verification purposes under the *Financial Transactions Reports Act 1988* and the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*. The organisations carrying out customer identification procedures who may be provided roll information are listed in section 8 of the Regulation.

To enhance accessibility to electoral roll data and reflect our ongoing commitment to continuous improvement of our privacy practices, the AEC recently became a data issuer to the Document Verification Service (DVS). The DVS is a secure, national online verification service administered by the Department of Home Affairs. Prescribed organisations will now conduct identity verification against electoral roll data through the DVS instead of receiving copies of the electoral roll.

A list of registered political parties, government departments and other recipients of roll information and extracts is in appendix C. Further details can be found at www.aec.gov.au

Preparing the roll for election day

The AEC observed its biggest ever single day for enrolment applications on Monday 18 April – the day the electoral roll closed for the 2022 federal election. A total of 213,600 applications were received (including almost 209,000 online enrolment system applications), surpassing all previous close of rolls periods in the AEC.

The estimated Indigenous enrolment rate

The AEC is committed to ensuring that all eligible Australians are enrolled and able to fully participate in the electoral system. The estimated enrolment rate of Aboriginal and Torres Strait Islander voters is increasing in every state and territory, at a greater rate than the broader population, and we are enhancing our engagement with First Nations Australians through a multi-faceted approach.

Estimated Indigenous enrolment rates are published annually at www.aec.gov.au

PERFORMANCE STATEMENT – KEY ACTIVITY ONE

Intended result 1.1 Deliver the franchise – an Australian citizen's right to vote

Performance measure

Percentage of eligible voters enrolled (enrolment rate)	Source	Electoral roll and Australian Bureau of Statistics population data.
	Method & frequency	Roll and population data calculated and reported annually at the end of each financial year and at close of rolls for a federal election or referendum.
	Target	≥95%
	Result	 Met

Explanation of result: At 30 June 2022, electoral roll completeness – measured through the enrolment rate – was 97.1%. The enrolment rate for the 2022 federal election was 96.8%. With more than 17.2 million Australians enrolled to vote, Australia now has the largest number of eligible electors on the electoral roll since Federation. We continue to exceed the AEC's target enrolment rate of 95%.

Intended result 1.1 Deliver the franchise – an Australian citizen's right to vote

Performance measure

Percentage of voters enrolled who turn out to vote at all federal electoral events (turnout rate)	Source	AEC Tally Room.
	Method & frequency	Number of people enrolled to vote who cast a vote by any voting method at a federal electoral event.
	Target	≥90%
	Result	 Partly met

Explanation of result: On Saturday 21 May the AEC delivered the 2022 federal election. A total of 388,576 more Australians voted in the 2022 federal election than in 2019. With an estimated enrolment of 96.8% of eligible Australians, 89.8% of enrolled electors voted in the 2022 federal election for House of Representatives, and 90.5% for the Senate. This is a very marginal decrease on the turnout at the 2019 federal election of 91.9% for House of Representatives and 92.5% for the Senate. The AEC will undertake further analysis to determine the causes of the slightly lower turnout, with the COVID-19 environment and the larger enrolment base likely contributing factors.

Intended result 1.1 Deliver the franchise – an Australian citizen's right to vote

Performance measure

Percentage of votes cast formally for the House of Representatives and Senate at next federal election or at a referendum or for by-elections (if any held)	Source	AEC Tally Room.
	Method & frequency	Percentage of formal votes cast when compared to all votes cast, at a federal electoral event (including referendum).
	Target	≥90%
	Result	 Met

Explanation of result: The AEC ran a very strong public information campaign and various initiatives, which influenced an increase in the formality rate at the 2022 federal election. The formality rate was 96.6% for the Senate, and 94.8% for the House of Representatives. This compares with 96.2% for the Senate and 94.5% for the House of Representatives in 2019.

Result key  Met  On track to be met  Partly met  Not met

Intended result 1.2 Maintain a high level of confidence in the electoral roll

Performance measure

Percentage accuracy of the Commonwealth Electoral Roll at the electoral division-level and individual address-level

Source	The Annual Roll Integrity Review, which measures the accuracy and integrity of electoral roll data.
Method & frequency	AEC roll data and other agency data, calculated and publicly published quarterly and annually at the end of each financial year.
Target	≥95% and ≥90%
Result	■ Met

Explanation of result: The accuracy and integrity of the electoral roll – at the divisional level and individual address level – were 96% and 91% respectively. Both metrics remain at or above the target.

Supporting electoral redistributions

A redistribution of electoral divisions is undertaken in accordance with Part IV of the Electoral Act. Redistributions ensure – as close as practical – that an equal number of electors are in each electoral division for a state or territory. Each member in the House of Representatives represents an electoral division.

A redistribution is required when:

- there is a change in the number of members in the House of Representatives to which a state or territory is entitled
- the number of electors in more than one third of the electoral divisions of a state (or one electoral division in the ACT or the Northern Territory) deviates from the average divisional enrolment of that state or territory by more than plus or minus 10 per cent for a period of more than two months
- seven years have elapsed since the last redistribution was determined.

In 2021–22, the AEC supported the completion of federal redistributions in Victoria and Western Australia.

Victoria increased from 38 to 39 members following the creation of the division of Hawke.

Western Australia decreased from 16 to 15 members when the seat of Stirling was abolished.

As a result, the number of electorates contested at the 2022 federal election was 151 (see figure 1 for a list of Australia's 151 electoral divisions at 30 June 2022).

PERFORMANCE STATEMENT – KEY ACTIVITY ONE

Intended result 1.2 Maintain a high level of confidence in the electoral roll

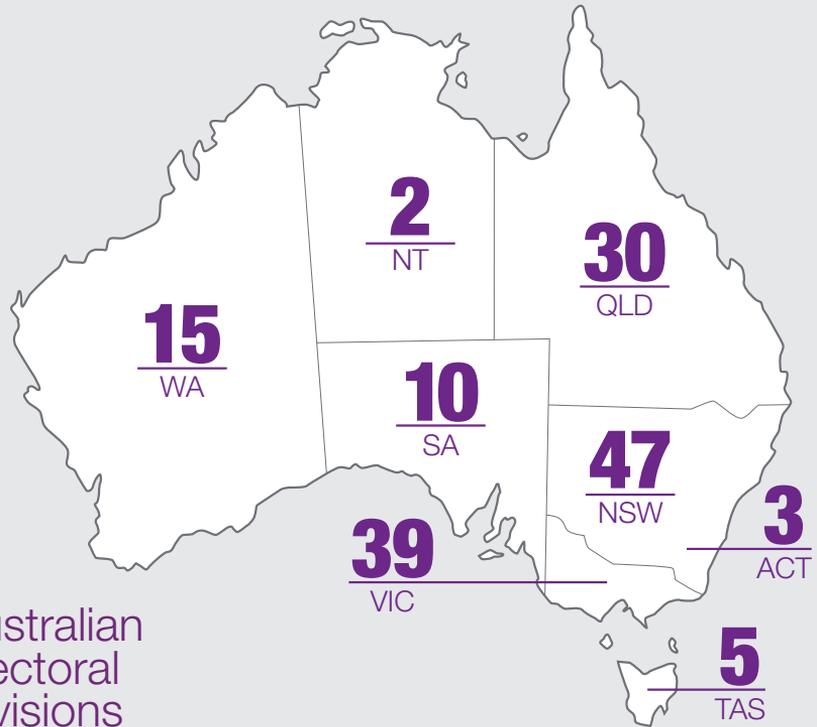
Performance measure

Redistributions determined in accordance with the Electoral Act	Source	Government Gazette and newspaper notices, and the date of letters to electors lodged with Australia Post.
	Method & frequency	For each redistribution, publication of notices and letters to electors comply with requirements in the Electoral Act.
	Target	All redistributions determined in accordance with the planned determination date and impacted electors are notified prior to the relevant election.
	Result	 Met

Explanation of result: The AEC supported the timely conduct of two federal redistributions. These were determined for Victoria in July 2021 and for Western Australia in August 2021. Affected electors were notified in accordance with legislative obligations.

Result key  Met  On track to be met  Partly met  Not met

Figure 1: Australia's 151 electoral divisions at 30 June 2022



151 Australian Electoral Divisions

New South Wales

Banks	Macarthur
Barton	Mackellar
Bennelong	McMahon
Berowra	Macquarie
Blaxland	Mitchell
Bradfield	Newcastle
Calare	New England
Chifley	North Sydney
Cook	Page
Cowper	Parkes
Cunningham	Parramatta
Dobell	Paterson
Eden-Monaro	Reid
Farrer	Richmond
Fowler	Riverina
Gilmore	Robertsong
Grayndler	Shortland
Greenway	Sydney
Hughes	Warringah
Hume	Watson
Hunter	Wentworth
Kingsford Smith	Werrriwa
Lindsay	Whitlam
Lyne	

Tasmania

Bass	Franklin
Braddon	Lyons
Clark	

Victoria

Aston	Holt
Ballarat	Hotham
Bendigo	Indi
Bruce	Isaacs
Calwell	Jagajaga
Casey	Kooyong
Chisholm	Lalor
Cooper	La Trobe
Corangamite	McEwen
Corio	Macnamara
Deakin	Mallee
Dunkley	Maribyrnong
Flinders	Melbourne
Fraser	Menzies
Gellibrand	Monash
Gippsland	Nicholls
Goldstein	Scullin
Gorton	Wannon
Hawke	Wills
Higgins	

South Australia

Adelaide	Kingston
Barker	Makin
Boothby	Mayo
Grey	Spence
Hindmarsh	Sturt

Australian Capital Territory

Bean	Canberra	Fenner
------	----------	--------

Western Australia

Brand	Hasluck
Burt	Moore
Canning	O'Connor
Cowan	Pearce
Curtin	Perth
Durack	Swan
Forrest	Tangney
Fremantle	

Northern Territory

Lingiari	Solomon
----------	---------

Queensland

Blair	Hinkler
Bonner	Kennedy
Bowman	Leichhardt
Brisbane	Lilley
Capricornia	Longman
Dawson	McPherson
Dickson	Maranoa
Fadden	Moncrieff
Fairfax	Moreton
Fisher	Oxley
Flynn	Petrie
Forde	Rankin
Griffith	Ryan
Groom	Wide Bay
Herbert	Wright

Administering political party registrations and financial disclosure

The AEC helps stakeholders carry out their obligations and responsibilities under the Electoral Act. This includes maintaining the funding and disclosure scheme and providing information and services to support political party registration.

The AEC maintains the Register of Political Parties. Under the Commonwealth funding and financial disclosure scheme, we require groups and individuals to lodge annual or election period financial disclosure returns.

Financial information about donations to political parties and election campaigns can be securely lodged online through the AEC's eReturns system.

To support the integrity of the financial disclosures, the AEC undertakes an annual compliance program of disclosure returns.

The AEC administers public funding for political parties and candidates contesting federal elections and by-elections. Election funding rates are available at www.aec.gov.au

In 2021–22:

- eight new political parties registered
- 19 political parties deregistered
- six decisions made by the delegate were reviewed by the Electoral Commission, the outcomes were –
 - one decision to register a party was set aside
 - one decision to deregister a party was set aside
 - two decisions to uphold an objection lodged under section 134A of the Electoral Act were affirmed
 - one decision to change a party's name and abbreviation was affirmed
 - one decision to deregister a party was affirmed
- eight reviews of delegate's decisions were still under consideration at 30 June 2022.

As part of the financial disclosure scheme:

- the AEC received 207 election returns
- the AEC received 641 annual financial disclosure returns including 63 amendments
- 85.3 per cent of returns were completed online
- 31 compliance reviews of disclosure returns were conducted which resulted in 25 amended returns being lodged by the party or entity.

PERFORMANCE STATEMENT – KEY ACTIVITY ONE

Intended result 1.3 Exercise our regulatory function

Performance measure

The AEC maintains an up-to-date public register of political parties	Source	Electoral Act (Part XI), AEC funding and disclosure, Client and Return Management system and www.aec.gov.au
	Method & frequency	No identified breaches of Part XI of the Electoral Act at reporting date.
	Target	Compliance with Part XI of the Electoral Act.
	Result	■ Met

Explanation of result: The AEC maintained a publicly available Register of Political Parties during the year, consistent with the Electoral Act. The register was updated after every party registration application or review had been finalised. These included new parties, changes to the Register, appointments or revocations of a party official, or deregistration applications.

Intended result 1.3 Exercise our regulatory function

Performance measure

In relation to political parties and entities with disclosure obligations, the AEC publishes the returns in accordance with timeframes in the Electoral Act, and conducts compliance reviews in line with the approved program	Source	Transparency Register www.aec.gov.au
	Method & frequency	Annual returns measured annually. Election returns measured for each event. Compliance reviews measured annually as at reporting date.
	Target	a) Annual returns published on the first working day in February b) Election returns published 24 weeks after polling day for each electoral event c) Compliance reviews completed annually compared to the approved program
	Result	 On track to be met

Explanation of result:

- a) 2020–21 annual disclosure returns received by the AEC were published on the first working day in February 2022. *The Electoral Legislation Amendment (Annual Disclosure Equality) Act 2021* created a new category of disclosure returns for members of the House of Representatives and Senators, with these returns published on 1 March 2022.
- b) No by-elections were held within the reportable timeframe. Returns from the 2022 federal election will be published in November 2022, according to the requirements of the Electoral Act.
- c) We undertake regular compliance reviews examining a sample of disclosure returns and use a risk-based approach to compliance.

The compliance review program runs on a calendar year as opposed to a financial year. In 2021–22, the AEC completed 31 compliance reviews of Annual Financial Disclosure Returns. At 30 June 2022, seven reviews from the 2021 program were in progress and seven reviews from the 2020 program were nearing completion, in line with the revised timeframe. A total of 36 compliance reviews were approved for commencement of the 2022 compliance program. The majority of these reviews had begun and were progressing well. No new enforcement activity was reported during the review period.

Result key ■ Met On track to be met ■ Partly met ■ Not met

Key activity 2

Prepare for and deliver electoral events

The AEC delivers federal electoral events, industrial elections, protected action ballots, and Torres Strait Regional Authority elections in accordance with the relevant legislation and rules.

The AEC provides the best possible electoral services and events to stakeholders and the public within a complex environment and in response to increasing community expectations. The AEC must deliver these services and events with the highest degree of integrity, impartiality, and in accordance with legislation.

Conducting successful electoral events

It is compulsory for all eligible Australian citizens to enrol and vote in federal elections, by-elections and referendums.

The AEC supports this by:

- providing a range of voting options
- monitoring and responding to voter turnout and formality.

The AEC also conducts Senate special counts¹ and delivers other elections and ballots as required or authorised by legislation. These include elections for the Torres Strait Regional Authority board and registered organisations, and protected action ballots.

Directed Level of Electoral Readiness (DLER) dates are used to establish operational planning for the next federal election. We do this through the AEC's election planning tool – the Election Ready Road Map.

Against a backdrop of an unpredictable and challenging operating environment, the AEC delivered a federal election on 21 May 2022.

This was the largest and most complex electoral event in Australia's history, with the highest level of enrolment since Federation, and delivered during the COVID-19 pandemic. Parliament passed 12 electoral amendment bills in this federal election cycle, some enacted at advanced stages of the cycle, adding complexity to the event design and delivery.

Election Readiness Framework

The Election Readiness Framework informs the way the AEC plans and conducts elections, evolving to meet increasing public and stakeholder expectations, and the challenges presented by a dynamic operating environment. It also ensures that our preparation and planning always responds within the context of the Electoral Act.

Core to the framework are four key objectives, which were strictly applied to planning and delivery of the 2022 federal election:

- good customer service, including minimal queue times
- positive customer experience
- integrity and timeliness of the result
- efficient processes and procedures.

In preparation for the election, we developed additional guidance to ensure our procedures were robust and could address complex challenges seamlessly.

¹ A Senate special count may occur when a vacancy in the Senate (that is not a causal vacancy) should be filled. This is determined by the High Court of Australia sitting as the Court of Disputed Returns.

Electoral Integrity Assurance Taskforce

The Electoral Integrity Assurance Taskforce (EIAT) and the EIAT Board are constituted by relevant agencies across federal government. They work together to provide information and advice to the Electoral Commissioner on matters that may compromise the real or perceived integrity of a federal election.

During 2021–22, the EIAT facilitated efficient and effective communication and coordination on matters relating to the integrity of the 2022 federal election. The taskforce operated at an increased service level to monitor threats and to maintain and promote electoral integrity. Concentrated efforts in preparation for the federal election included updating and maturing EIAT governance, incident management and operational processes and documentation.

Taskforce agencies did not identify any foreign interference, or any other interference, that compromised the delivery of the 2022 federal election and would undermine the confidence of the Australian people in the results of the election.

The taskforce comprises the following agencies:

- Australian Electoral Commission (co-chair)
- Department of Finance (co-chair)
- Department of the Prime Minister and Cabinet
- Department of Infrastructure, Transport, Regional Development, Communication and the Arts
- Attorney-General's Department
- Department of Home Affairs
- Australian Federal Police
- Australian Signals Directorate
- Office of National Intelligence.

The taskforce is supported by the national intelligence community as required.

Reputation management

Over and above the logistics of running an election, the potential for malign actors to attempt to interfere in our electoral procedures is a growing concern. The threat of disinformation is always present, and the AEC aims to take the lead in explaining to the public how we conduct elections. In essence, community sentiment about electoral integrity must be fostered through effective and highly accurate communication. One of the most effective things an electoral management body can do to protect against the threat of electoral disinformation is to prepare citizens ahead of an electoral event.

The AEC's approach to electoral disinformation is underpinned by the principles outlined in the **AEC Reputation Management Strategy**.

The AEC's efforts in this area included the following initiatives.

- A disinformation register was introduced in the lead-up to the 2022 federal election, debunking myths spread about electoral processes.
- Drawing once more on the *Stop and Consider* campaign launched ahead of the 2019 federal election, the AEC further expanded the advertising program, alerting people to *Stop and Consider* the source of information they see, hear or read. *Stop and Consider* advertisements were displayed or viewed over 94 million times.
- The AEC's active and, at times, deliberately forthright approach to social media engagement is a key part of combatting electoral mis and disinformation online.
- We use a range of **internally produced short videos** on AEC-TV – the AEC's YouTube channel – to address areas of potential mis or disinformation regarding electoral processes.

- The AEC works with social media platforms including Meta, Twitter, Google, Tencent, Tik Tok and Snap, to discuss and action electoral disinformation posted to their channels.
- A total of 11.3 million Australian households received the document *Your official guide to the 2022 federal election*. A range of translated and accessible formats was also available on the AEC website.
- Our strategies to combat electoral disinformation sit among a broader range of electoral safeguards, including procedural integrity, cyber security, physical security and the support of the EIAT.

Cyber security

The AEC is committed to continuing to enhance its cyber security posture, as well as engaging with the EIAT and other partners. Through this work, we mitigate cyber security threats to federal elections, by-elections, and referendums. This includes:

- undertaking regular testing activities and using independent and external expertise to assure the security, integrity and availability of AEC systems
- leveraging the AEC's commercial relationship for independent cyber security monitoring of the AEC network and systems
- conducting incident response workshops for external service providers to support the AEC's cyber response
- strengthening mitigation strategies to protect the AEC network, including the Australian Cyber Security Centre's Essential 8 to mitigate against the risk of cyber intrusions
- ensuring staff complete mandatory cyber security awareness training
- continually improving the AEC's technical and people capability to manage cyber risks.

AEC Command Centre

As part of our commitment to ensuring electoral integrity, driving nationally consistent service delivery and strengthening stakeholder confidence, the AEC established the AEC Command Centre. The command centre provides a secure, leading edge, central point of command with an overarching view of the AEC's operations, year-round.

The command centre went into 'Election Mode' on 4 April 2022 and began monitoring election preparations. The team supplied the National Election Manager, National Election Delivery Committee and Incident Management Team with overarching visibility required during the election. This included a national view of the impact of weather events on supply routes and accessibility of AEC premises and polling places.

We were able to observe 'near real-time' data before, during and after the polling period. This national view also extended to monitoring and advice on physical security threats to AEC premises and personnel. Concurrently, the command centre provided a holistic view of the impact of COVID-19 on electoral operations, including reporting on Secure Telephone Voting data. The command centre's ability to rapidly raise issues supported velocity of decision-making to ensure organisational agility and early inter-agency engagement for issue resolution and uninterrupted election delivery.

The command centre engaged across government to increase inter-agency collaboration, including working daily with the National Situation Room, the Australian Federal Police and Australia Post, to monitor and mitigate potential risks to election integrity.

(See case study, **p 53**.)

COVID-19 election management strategies

The pandemic was at the forefront of all aspects of preparation for the 2022 federal election. Lessons from the measures applied at the 2020 Eden-Monaro and Groom by-elections informed the planning for the 2022 federal election. In addition, the AEC closely monitored the evolving external environment, particularly the COVID-19 variants as they emerged, establishing a dedicated unit to ensure appropriate coordination and execution.

Our preparations were aided by the passage of the *Electoral Legislation Amendment (Contingency Measures) Act 2021* (Cth) and the *Electoral Legislation Amendment (COVID Enfranchisement) Act 2022* (Cth). The legislation altered the Commissioner's reach and responsibilities during an election period, and enabled secure telephone voting for COVID-affected electors in isolation.

COVID-safe considerations informed the design of all AEC election period services, including voter services, premises management, equipment deployment and arrangements with key suppliers. We also sought regular advice from the AEC's Pandemic Advisor at the Commonwealth Department of Health, and by Chief Health Officers across the eight states and territories.

Given the 2022 election was delivered during the COVID-19 pandemic, the AEC invested significantly in procuring appropriate personal protective equipment (PPE) and other safety related materials. We also increased the number of polling staff, introducing hygiene officers, to ensure voters could transit polling places more quickly, and significantly increased the capacity for postal voting.

We established COVID-19 frameworks, resources, policies and guidelines to provide a safe environment for AEC workers and voters during the election (see Management and Accountability chapter).

Temporary election workforce

Almost 105,000 temporary staff were employed, trained and paid in more than 122,000 positions. We engaged with our temporary staff preceding the announcement of the election, continually improving recruitment strategies for this critical workforce (See case study, p 54.)

Venue and materials management

The National Property Team supported the AEC in delivering elections by establishing a network of 72 out-posted centres (OPCs). These warehouse-style buildings function as the primary processing point for all election material and supplies, as well as serving as training hubs for temporary election staff. They became our count centres after polling day.

While several AEC locations were either flood-affected or received damage to election materials and equipment, the AEC's business goals were minimally disrupted by the weather events of 2021–22. In preparing to deliver an election during COVID-19, the AEC took measures to source storage early and increase material allocations and contingencies. Having these measures in place assisted in overcoming the challenges presented by the weather events as it allowed for rapid redeployment of replacement materials where required.

Information technology

A strong technology platform is vital to the AEC's ability to quickly scale up to deliver an electoral event. We worked across a range of areas to provide the IT infrastructure required for the 2022 federal election.

We conducted critical system testing to ensure we could support the expected load and capacity of the election. This included testing procedures and business continuity plans with a structured rehearsal.

Technology supported the increase in online enrolment and hits to the AEC's website for the Virtual Tally Room, allowing the public to see election results as they came in.

Our Digital Technology Branch provided key infrastructure support across the country with IT equipment and networking capability for AEC temporary outposted centres.

We increased our internal service desk capacity and operating hours to support the organisation in the lead-up to and during the 2022 federal election. Training and testing processes were key preparation activities for the team.

We provided 1,160 laptops to support the AEC network. Further, the AEC rapidly delivered the technical capability to provide Secure Telephone Voting services to electors who were isolating due to the COVID-19 pandemic.

Voter services

Postal voting

Over 2.7 million postal votes were issued at the 2022 federal election, an increase from 1.5 million in 2019. Over 56 per cent of voters who applied for a postal vote did so online.

Our postal vote service partner issued 2,655,109 packages from Melbourne and Sydney, with an additional 75,979 packages issued from divisional offices.

The AEC received 2,382,267 completed postal votes from electors before the 13-day deadline after polling day.

Mobile polling

The AEC delivers remote area mobile polling to electors who have no other viable alternative to vote. In the two weeks before polling day, 38 remote polling teams travelled by 4WD, plane and helicopter to visit 348 remote locations.

The AEC offered mobile polling to high-volume registered aged care facilities based on the number of votes issued at the previous federal election. This approach was endorsed by Chief Health Officers and individual establishments had the option to not permit access based on health risks at the facility.

At the 2022 election, 73 mobile polling teams visited over 100 locations across Australia, including 86 registered aged care facilities that explicitly agreed to the AEC attending.

The AEC did not deliver mobile polling in hospitals during the 2022 federal election. A limited number of prisons received mobile polling.

Postal voting was promoted to voters in aged care facilities and prisons that were not serviced by a mobile polling team. Support cells were in place in AEC state offices to engage directly with facilities and offer support and assistance.

All decisions were based on careful consideration of the risk of elector disenfranchisement balanced against the risk of residents, facility staff or AEC staff contracting or transmitting COVID-19. This approach was endorsed by all Chief Health Officers nationally via the Australian Health Protection Principal Committee.

Overseas voters

The largest of the AEC's 19 in-person overseas voting centres was in London. A total of 17,558 in-person overseas votes were issued. An additional 88 overseas embassies and consulates acted as postal vote collection centres.

Our ability to offer in-person voting was impacted by COVID-19 protocols and restrictions in overseas countries. The AEC did not wish to disenfranchise international voters, who could be affected by a voting centre closure at short notice, in the event of a COVID-19 outbreak in an overseas location.

For the first time, to expedite receipt of postal votes overseas, the AEC engaged a contracted courier to deliver postal votes directly to voters overseas, rather than sending via international mail.

By the 13th day following election day, 24,057 overseas postal votes were received and the voter's eligibility confirmed. Of the 24,057 votes received, 21,872 were found to be eligible to be added to the count.

Telephone voting

Typically the AEC's telephone voting service is provided to voters with vision impairment. For the 2022 federal election, amended legislation allowed telephone voting expansion to those in Antarctica. This endeavour was successful, and we issued votes to 65 people in Antarctica and 2,747 people who were blind or with low vision.

Secure telephone voting for COVID-19 positive electors

Amendments to the Electoral Act in February 2022 were designed to ensure electors in isolation due to COVID-19 were able to vote. The service contained strict eligibility checks and enabled the voter to cast their vote by telephone. These amendments are temporary measures and will automatically repeal on 31 December 2022.

A number of agencies supported the AEC to deliver this service, including Services Australia, Department of Defence, Australian Taxation Office, the former Department of Employment, Skills and Education, Australian Bureau of Statistics, Department of Social Services, Department of Finance, Department of Home Affairs, Department of the Prime Minister and Cabinet, Australian Public Service Commission, and the Australian Cyber Security Centre.

The secure voting service was available on the Thursday and Friday before election day and on election day. Voting by telephone took on average about 10 and a half minutes and over 75,000 electors voted using this method. (See case study, [p 52](#).)

Voter experience at the polling place

A range of COVID-19 safety measures was implemented to support staff and voter safety. These included social distancing, hand sanitiser for voters and staff, and voting screen inserts. Masks were worn by all staff and all polling places had a hygiene officer. This person regularly sanitised issuing desks, voting screen inserts, pencils and other key touch point areas. Prior to the election the AEC worked with Deakin University to model various scenarios and identify polling place resourcing in a COVID-19 environment to reduce queues where possible. The number of issuing staff was increased from 2019 federal election levels to improve polling place throughput, given expected delays resulting from COVID-19 measures.

Electronic certified lists

We deployed 5,800 electronic certified lists (ECLs) for the 2022 federal election, a large increase compared with the 2019 federal election. ECLs improve polling place operations and meet citizens' expectations of more efficient voting services. ECLs enable polling officials to search the list of eligible electors more efficiently. Using an ECL,

officials can record electronically that an elector has been handed a ballot paper in accordance with the Electoral Act.

The count

A number of factors have an impact on the speed of the count and the AEC's ability to declare the poll in each division. New legislation allowing votes from postal envelopes to be extracted from the Monday prior to election day enabled the AEC to process postal vote results faster after election day.

By the Tuesday after election day, results for over 750,000 House of Representatives postal votes were known, in comparison to just over 200,000 at the 2019 federal election. Similarly, legislative change allowing ordinary votes from pre-poll voting centres to be unfolded and initially sorted from 4pm on election day resulted in earlier results for some pre-poll voting centres on election night.

The AEC does not declare the poll in a division until it is mathematically certain of the outcome. An increase in the number of House of Representatives candidates, coupled with more voters marking a first preference for candidates other than the two leading candidates, contributed to some declarations taking longer. A total of 76 House of Representatives divisions required a full distribution of preferences to be able to declare – more than double the 34 divisions at the 2019 federal election.

Key facts and figures

- Over 59,000,000 ballot papers were printed
- 15,572,661 votes were cast
- 7,587 polling day and pre-poll voting locations across Australia
- 2,731,088 postal vote packages were issued
- 388,576 more Australians voted in the 2022 federal election than in 2019
- 15,461,379 House of Representatives and 15,572,661 Senate votes were counted
- 5,704,298 people cast pre-poll votes
- 77,381 COVID-19 secure telephone voting registrations with 75,366 votes taken
- Almost 105,000 temporary election workforce staff
- 73 mobile polling teams visited 100 locations across Australia
- 38 remote polling teams visited 348 remote locations
- 19 overseas posts issued 17,558 votes

Among materials provided for use in polling places:

- 117,386 voting screens
- 64,800 litres of hand sanitiser
- 4.5 million half-size pencils
- 614 mobile ballot boxes
- 34,341 cardboard ballot boxes
- 41,441 plastic moulded ballot boxes
- 34,794 paper certified lists
- 5,800 electronic certified lists were distributed, as well as 3,800 printers for on-demand printing of House of Representatives ballot papers in pre-poll voting centres

PERFORMANCE STATEMENT – KEY ACTIVITY TWO

Intended result 2.1 The AEC maintains an appropriate level of election readiness

Performance measure

AEC-wide readiness achieved by the Directed Level of Electoral Readiness date (federal elections only)	Source	AEC Election Readiness Framework.
	Method & frequency	Undertaken as required at key times prior to each electoral event.
	Target	Agency-wide readiness meets the Directed Level of Electoral Readiness date (federal elections only)
	Result	 Met

Explanation of result: The AEC met the Directed Level of Election Readiness and was able to mobilise and successfully deliver the 2022 federal election. The level of readiness was assessed by:

- regular monitoring of progress against the Election Ready Road Map (ERRM)
- conducting three election readiness checks – DLER1 9 June 2021, DLER2 17 September 2021, with additional readiness checks completed through DLER2b 30 November 2021.

Readiness and governance were key factors in the success of the 2022 federal election. Election preparation was overseen by the National Operations and Readiness Committee, while the National Election Delivery Committee monitored and managed election delivery during the writ-to-writ period, with regular reports submitted to the Executive Leadership Team.

Intended result 2.2 The public and stakeholders have confidence the electoral process is well managed in accordance with legislation

Performance measure

The election result – for each event – is delivered in accordance with the Electoral Act	Source	Electoral Act, Electoral Commissioner’s advice published on www.aec.gov.au and outcomes of the Court of Disputed Returns.
	Method & frequency	For each electoral event, writs returned to the Governor-General or State Governors or the Speaker of the House of Representatives; Electoral Commissioner’s advice published on www.aec.gov.au and outcomes of the Court of Disputed Returns.
	Target	a) The writs for a federal election event are issued and returned in accordance with legislative requirements and timeframes. b) The AEC will report on the number of Court of Disputed Returns matters which challenge AEC conduct, and whether these challenges are dismissed or upheld in favour of the AEC.
	Result	 Met

Explanation of result: On Saturday 21 May, the AEC delivered the 2022 federal election. The writs were issued on 11 April 2022 and returned on 23 June 2022, in accordance with the Electoral Act.

No petitions were lodged within the legislative timeframe to the Court of Disputed Returns to challenge any elections in the 2022 federal election.

Result key  Met  On track to be met  Partly met  Not met

Online enrolment

The AEC has worked to increase the number of people using its online enrolment form facilities – Online Enrolment Service (OES) and Webforms – to enrol or update their details. This work includes QR-coded materials directing electors to the OES rather than paper enrolment forms in locations such as polling places and Australia Post outlets.

In 2021–22:

- almost 3.6 million enrolment transactions were processed
- approximately 675,000 transactions resulted from the Federal Direct Enrolment Update program, allowing the AEC to directly enrol and update elector details using third-party data
- of the remaining 2.9 million transactions, 83.9 per cent were submitted online via the AEC’s OES or Webform.

Before the 2022 federal election, the AEC sent emails or SMS messages to 594,835 potentially unenrolled electors, recommending that they enrol. This resulted in the enrolment of an additional 30,740 Australian citizens.

PERFORMANCE STATEMENT – KEY ACTIVITY TWO

Intended result 2.3 Accessible and high-quality enrolment and polling services

Performance measure

Percentage of new enrolments and enrolment updates lodged through the Online Enrolment Service	Source	Roll data from AEC enrolment systems and extracts.
	Method & frequency	Rates calculated monthly and reported annually at the end of each financial year. Also calculated at close of rolls for full federal elections.
	Target	>80%
	Result	 Met

Explanation of result: The AEC is committed to enhancing and improving its online service to help Australians meet their enrolment obligations. This is an increasingly popular method for the Australian public to engage with their enrolment. A total of 83.9% of enrolment transactions were received in 2021–22 using the AEC’s online enrolment system.

Intended result 2.3 Accessible and high-quality enrolment and polling services

Performance measure

Voting locations (including early voting centres and polling places) published on the AEC website before polling commences	Source	AEC Election Management System data and www.aec.gov.au
	Method & frequency	Publication on www.aec.gov.au for each electoral event.
	Target	100% of polling locations are published.
	Result	 Met

Explanation of result: At the federal election in 2022, the AEC published 100% of locations before polling commenced. The polling locations list was automatically extracted from the AEC’s internal election management system and published daily following issue of writ. Additional updates were made where required.

Result key  Met  On track to be met  Partly met  Not met

Intended result 2.3 Accessible and high-quality enrolment and polling services

Performance measure

After election night, count information is progressively updated on the AEC website	Source	AEC Election Management System data and www.aec.gov.au
	Method & frequency	Publication on www.aec.gov.au for each electoral event.
	Target	Preliminary election results available on election night and progressive count information updated on www.aec.gov.au
	Result	■ Met

Explanation of result: Election results for the federal election were available at www.aec.gov.au on election night. Results were entered following counts each day of the election count period.

The AEC website was refreshed regularly throughout the day with updated election results from the AEC's internal election management system. The system regenerated every 90 seconds during election night, and every 15 minutes after election night.

Lessons management

The AEC prioritises organisational agility and continuous improvement to help meet both the immediate needs of event delivery, and to respond to our operating environment. We adopt a lessons management approach for federal election events to improve the reliability and consistency of our election delivery and services.

PERFORMANCE STATEMENT – KEY ACTIVITY TWO

Intended result 2.3 Accessible and high-quality enrolment and polling services

Performance measure

Undertake a lessons management approach to delivering electoral events	Source	AEC Lessons Management Framework and AEC Election Readiness Framework.
	Method & frequency	Agency-wide qualitative analysis undertaken for each federal event.
	Target	Lessons from the previous electoral event implemented at the next electoral event.
	Result	■ Met

Explanation of result: The AEC Lessons Management Framework and approach was endorsed and applied at the 2022 federal election. This framework outlines the basis for lessons management within the AEC, covering both election and activity-based (business-as-usual) approaches. The lessons approach to the federal election recognises the event is a key continuous learning opportunity across the agency.

The AEC Observations Register acts as the primary data source for lessons management, aligned with the Lessons Management Framework. The register reflects the agreed process for:

- capturing observations
- developing and verifying insights
- providing the context for identified emerging lessons.

As the AEC moves into the lessons phase of the election readiness cycle, key takeaways and conclusions from the 2022 federal election are being identified.

Result key ■ Met ■ On track to be met ■ Partly met ■ Not met

Industrial elections and ballots

The AEC conducts industrial elections and ballots under the provisions of the *Fair Work Act 2009* (Cth) and the *Fair Work (Registered Organisations) Act 2009* (Cth).

Table 2: Industrial elections and ballots key figures

Industrial elections	Events	Decisions
	342	239
Protected action ballots (orders)		481
Official decisions and orders declared by the AEC		720

During extended COVID-19 lockdowns in 2020 and 2021, the AEC’s work conducting industrial elections and ballots was suspended. These activities have now resumed and backlogs have been resolved. Over the 2022 writ-to-writ federal election period, 160 events were delivered.

The AEC is now equipped to deliver industrial elections within a pandemic environment.

PERFORMANCE STATEMENT – KEY ACTIVITY TWO

Intended result 2.4 Industrial election and ballots are designed for the future and delivered with integrity

Performance measure

Election and ballot results are delivered with integrity and withstand scrutiny	Source	Federal Court outcomes.
	Method & frequency	Federal Court outcomes for the year as at reporting date.
	Target	The AEC will report on the outcomes and number of events in which the AEC’s conduct is challenged before a court.
	Result	■ Met

Explanation of result: There were no Court findings of fault regarding the AEC’s conduct of industrial elections, or outstanding matters during the reporting period.

Result key ■ Met On track to be met ■ Partly met ■ Not met

Key activity 3

Engage with our stakeholders through education and public awareness activities

The AEC delivers education, community engagement and communication activities to support an Australian community that is well informed about electoral matters.

Ensuring Australians know and understand how to fully participate in an election requires engagement to ensure all eligible voters have the information and advice they need.

Our education and public awareness activities target all eligible voters and consider Australia's diverse population. Information, services, tools and strategic partnerships are developed for priority groups, including those who may experience some barriers to electoral participation.

Undertaking public awareness activities

In 2021–22, the AEC finalised development of a national information and advertising campaign for the federal election. The aim was to help maximise enrolment and successful participation, and to support delivery of a high-integrity election.

An integrated advertising campaign to help people enrol and vote formally saw digital and social advertisements displayed or viewed 625 million times, 40 million video views through digital channels and 6.9 million click-throughs to the AEC website.

Through the electoral cycle the AEC website www.aec.gov.au provided a range of electoral information focused on supporting informed participation, and building greater understanding, of Australia's electoral system. The AEC's digital channels – our website and social media – are used to promote and engage on key participation

messages. Through these channels, we provide updates on electoral activities such as redistribution and funding and disclosure matters.

The AEC also provides information and advice to voters with diverse needs. This includes information tailored for First Nations voters and translated information in a range of languages to support culturally and linguistically diverse communities.

Public awareness resources available on www.aec.gov.au range from videos to fact sheets and are designed to meet the needs of various community groups. Education and communication initiatives are also in place to meet the needs of Australians with disability, and resources are translated into a range of other languages. Community engagement activities aim to increase electoral knowledge, enrolment, turnout and formality.

The Indigenous Electoral Participation Program delivers culturally appropriate services to Aboriginal and Torres Strait Islander Australians, supporting their electoral participation.

Under section 7(1)(fa) of the *Commonwealth Electoral Act 1918* (Electoral Act), and in close cooperation with the Department of Foreign Affairs and Trade, the AEC also helps international electoral management bodies.

Proactive strategies to build understanding about electoral processes, and to manage stakeholder and community expectations about electoral services, are critical to maintaining the integrity and reputation of Australia's electoral processes.

Education

The National Training and Education Unit leads and coordinates the training and professional development for the AEC's workforce. It also delivers electoral education to external audiences. Schools can visit the National Electoral Education Centre in Canberra for electoral education programs. The AEC for Schools website education.aec.gov.au provides free educational resources and programs, including materials to run school elections. Professional learning opportunities are also provided to teachers to encourage electoral education in primary and secondary schools.

Community engagement

The AEC collaborates with communities and partner organisations to support electoral participation for key audiences. During the past financial year, activities focused on establishing partnerships with organisations who have reach into and are trusted by communities. Our partners are pivotal to successful engagement and service delivery, enabling us to deliver engagement initiatives and electoral services in an accessible and culturally suitable way. These partnerships have focused on collaborative initiatives to increase electoral participation for the 2022 federal election.

The AEC's key audiences include:

- Aboriginal and Torres Strait Islander peoples
- people from culturally and linguistically diverse backgrounds
- people with disability
- people experiencing homelessness
- young people (aged 16 to 24 years of age)
- people in prison.

The AEC's community enabled model ensures we can work closely with key audiences to:

- understand local barriers to electoral participation
- create and distribute targeted engagement education materials in an accessible and inclusive format
- harness existing relationships through partner organisations to promote electoral participation
- extend our digital reach and footprint.

Indigenous Australians

The AEC is working to support electoral participation for Aboriginal and Torres Strait Islander peoples through the Indigenous Electoral Participation Program (IEPP). The IEPP aims to deliver effective, culturally appropriate services to First Nations people. During the reporting period, the IEPP focused on formalising partnerships with Indigenous-led organisations and other service providers. These partnerships identified culturally and regionally appropriate opportunities to enable electoral participation, and are designed to deliver initiatives that address specific challenges.

During the 2022 federal election period, the AEC managed 82 partnerships nationally. These partners led and championed localised, culturally appropriate engagement in their communities, including working with the AEC to:

- undertake enrolment activities
- deliver voter education workshops
- create in-language education materials
- attend community events focused on enrolment, formality, and temporary election workforce employment opportunities
- promote electoral participation through digital engagement activities
- deliver targeted youth engagement initiatives.

For the 2022 federal election, the AEC expanded its suite of promotional and educational materials for Aboriginal and Torres Strait Islander voters. This included a focus on providing accessible and inclusive information to support localised engagement and included in-language resources, posters, flyers and social media tiles.

Indigenous representation within the temporary election workforce remains a priority for the AEC. During the reporting period, the AEC co-designed a strategy for increasing the representation of Aboriginal and Torres Strait Islander people as part of the temporary election workforce in the 2022 federal election. This work included targeted communication, engaging with partners to promote work opportunities, and direct engagement with communities in priority locations. Following consultation with First Nations people, the AEC established 518 Indigenous identified polling assistant positions for the 2022 federal election to support Indigenous electoral participation nationally.

As a result of these initiatives, we welcomed an additional 415 Indigenous staff at the 2022 federal election, compared with the 2019 federal election. (See case study, **p 57**)

The AEC chairs the Electoral Council of Australia and New Zealand (ECANZ) Indigenous Electoral Participation Working Group. This forum allows members to share knowledge and resources, and to collaborate to improve electoral participation by Indigenous Australians at federal, state and local levels. In the financial year, the working group focused on distributing electoral participation materials amongst members' respective networks. The group paid particular attention to promoting temporary employment opportunities to Aboriginal and Torres Strait Islander people.

People with disability

The AEC works to make electoral participation accessible. A key part of this is the enhancement of services and employment for people with disability. These efforts – responding to the AEC's Disability Action Plan 2020–2023 – include increasing accessibility at polling places and developing resources. The AEC has implemented training to support ongoing staff and our temporary election workforce. We also have a range of accessible materials to enable voting.

For the 2022 federal election, the AEC published more polling place accessibility information on the AEC website than ever before. This empowered voters to make informed decisions about the most accessible polling place to support their electoral participation. Of our almost 105,000 temporary election staff, 2,289 identified as having disability.

The AEC implemented new accessible service offerings at the 2022 federal election. Text-to-speech pens and portable hearing loops were made available in a polling place in every electoral division nationally. In addition, a virtual Auslan interpreter service was available in every polling place and early voting centre.

The AEC collaborates with leaders and peak bodies in the disability community through its Disability Advisory Committee. Members of the committee provide feedback on accessible materials, policies and communications products, and also promote key messages to their networks. In the lead-up to the 2022 federal election, the Disability Advisory Committee provided valuable input on a range of service offerings to enable electoral participation.

The AEC also works with ECANZ to deliver accessible electoral services across jurisdictions.

Electors from culturally and linguistically diverse backgrounds

The AEC collaborates with culturally and linguistically diverse (CALD) communities to develop and distribute electoral participation information.

The AEC is continuing to work with a service provider to produce culturally appropriate in-language electoral participation resources to support people from CALD backgrounds. These resources were expanded for the 2022 federal election. Our offering includes podcasts and discussions on ethnic radio, as well as community conversations about elections, voting, and how to make your vote count.

For the federal election, tailored advertising was translated in up to 32 languages for channels including television, radio, print, digital and social media. This was supported by information resources in 33 languages, such as videos, guides and factsheets, housed on a language hub on the AEC website. A multi-lingual flipbook was available at polling places to help electors understand to vote correctly. Community organisations and ethnic media were engaged through online briefing sessions, toolkits and translated media releases.

The AEC developed a wide range of translated materials to enable access to electoral participation and to let people know how to register to work at the election. While 112 CALD identified positions were created, 11,390 temporary election employees indicated they were from a non-English speaking background.

People experiencing homelessness

In the lead-up to the federal election, the AEC liaised with homelessness service providers and key community organisations to provide information promoting enrolment and electoral participation. This included information on enrolling with no fixed address. Mobile polling services were provided at a small number of homeless shelters for the 2022 federal election.

Youth

It is a priority for the AEC to engage with young people to participate in elections. The AEC engages with young people extensively through digital and non-digital channels. This has included partnering with a number of youth-led organisations, particularly those with a strong online presence, to deliver electoral engagement activities for young people.

Within the IEPP, a key priority has been securing youth-focused partnerships. In the lead-up to the federal election, the AEC worked with young people in regional and remote communities through a range of initiatives (programs via partners, and also direct employment with the AEC) to distribute accessible information on enrolling, voting, and working for the AEC.

People in prison

For people in prison who are eligible to vote, the AEC shares targeted information on the electoral process primarily through prison management structures. The AEC also produces podcasts that provide electoral information and promote election participation. The AEC works with prison radio stations to play the podcasts.

PERFORMANCE STATEMENT – KEY ACTIVITY THREE

Intended result 3.1 Enable Australians to participate in electoral events and understand electoral matters		
Performance measure		
Deliver public awareness and education products that target all Australian citizens aged 18 years and over	Source	Campaign evaluation report.
	Method & frequency	Specific communication activities delivered for mainstream and identified special audience groups measured for each federal election.
	Target	The AEC's public awareness campaign is delivered in accordance with key objectives outlined in the campaign strategy and meets identified benchmarks for electoral events.
	Result	 Met
<p>Explanation of result: The AEC delivered a national public information and advertising campaign for the 2022 federal election to maximise enrolment and successful election participation. This included a range of proactive activities through social media and website channels to raise awareness on a range of electoral matters. In the campaign, we paid particular attention to countering disinformation and potential risks to electoral integrity.</p> <p>The AEC ran an integrated multi-channel communication campaign during the 2022 federal election. This campaign provided voters the information they needed to effectively participate in the election. The project included targeted outreach to specialist audiences of culturally and linguistically diverse voters, Indigenous voters and voters who were blind or had low vision.</p> <p>The campaign delivered messages on enrolment, voting options, eligibility and formality, as well as information on COVID-19 safety measures at the election. The campaign also delivered proactive information on the risk of disinformation in elections through the Stop & Consider campaign.</p> <p>Independent market research undertaken after the campaign will assist to develop and improve public information for future electoral events.</p>		

Intended result 3.1 Enable Australians to participate in electoral events and understand electoral matters		
Performance measure		
Percentage of 18 to 24-year-old Australians enrolled (youth enrolment rate)	Source	Roll data from AEC enrolment systems and ABS population data.
	Method & frequency	Rates calculated monthly and published quarterly. Also measured and reported for each federal election.
	Target	≥85%
	Result	 Met
<p>Explanation of result: The AEC's efforts to drive enrolment saw youth enrolment increase significantly to 88.1% when the 2022 federal election was announced. The national youth enrolment rate increased to 88.4% at 30 June 2022, indicating the ongoing success of the AEC's multi-faceted campaign efforts.</p>		

Result key  Met  On track to be met  Partly met  Not met

Intended result 3.1 Enable Australians to participate in electoral events and understand electoral matters

Performance measure

Deliver electoral participation activities to support AEC priority groups	Source	Assessment against AEC Targeted Engagement Framework 2020–2023.
	Method & frequency	Assessment of activities for the year as at each reporting date.
	Target	Assessment of activities delivered in accordance with the AEC Targeted Engagement Framework 2020–2023 and the AEC Indigenous Electoral Participation Program (IEPP) National Action Plan 2021–2022.
	Result	■ Met

Explanation of result: In 2021–22, the AEC created additional partnerships with communities. Other service providers were established to support priority groups. These partnerships provided an opportunity for the AEC to develop and increase electoral participation products, including videos, factsheets, social media tiles and in-language resources.

Relaunching the AEC’s education centre

The AEC’s National Electoral Education Centre (NEEC) underwent a significant refurbishment in 2020–21 and reopened in March 2022 to visiting school groups. Based at Old Parliament House in Canberra, the NEEC provides free, interactive, facilitated education sessions on Australia’s federal electoral system linked to the Australian curriculum for schools. During non-COVID periods, the NEEC hosts more than 95,000 visitors a year, operating up to 18 sessions a day.

The majority of our 1.5 million visitors over the last 21 years of operation have been interstate school excursions. In addition, the AEC has also hosted international delegations, Parliamentary stakeholders, community groups and countless AEC staff, visiting the NEEC to learn the fundamentals of the electoral system.

The newly refurbished NEEC delivers the AEC a modern electoral education experience for the voters of tomorrow. The refurbishment includes technology upgrades to deliver education in innovative and contemporary ways. We have also retained the fundamentals of the NEEC’s success over its last 21 years of operation.

We offer a high-quality education program, linked to the Australian curriculum for schools, facilitated by our dedicated team of expert electoral educators.

Visitors experience the entire writ-to-writ election process during their 90-minute session. They learn about the history of Australian elections and democracy in a dedicated theatre. They then explore democratic concepts such as representation in the AEC’s brand new, immersive, 3D electoral education video game DemocraCity. Lastly, guests experience the complete voting process in one of the NEEC’s two polling place education spaces.

The NEEC is part of the AEC’s suite of education services. We will also deliver an electoral exhibition within the Museum of Australian Democracy at Old Parliament House in 2022–23, which will be open to the public.

The AEC’s education program is highly regarded. These important projects help us expand our education to wider audiences and showcase our leadership in electoral education and election management.

Result key ■ Met On track to be met ■ Partly met ■ Not met

PERFORMANCE STATEMENT – KEY ACTIVITY THREE

Intended result 3.2 Enhance understanding of Australia's electoral system amongst the public		
Performance measure		
Annual visitors to the National Electoral Education Centre (NEEC)	Source	AEC visitor data captured via the NEEC online booking system.
	Method & frequency	Visitor attendance reported annually.
	Target	New baseline determined in 2022–23
	Result	 Met
<p>Explanation of result: The NEEC welcomed 18,907 visitors during the reporting period, across 554 education sessions.</p> <p>The low number of visitors is consistent with those reported in the 2019–20 and 2020–21 reporting periods. The NEEC has been significantly affected by travel restrictions and the closure of domestic borders implemented by federal and state governments in response to the COVID-19 pandemic. The pandemic has significantly reduced the number of schools that have been able to travel to Canberra and attend a NEEC education session.</p> <p>Further, the NEEC closed on 20 September 2021 for refurbishment and re-opened on 8 March 2022. During the closure, the AEC piloted an online House of Representatives program to schools affected by the NEEC refurbishment. Since reopening, the NEEC has seen a steady increase in visits.</p>		

Intended result 3.2 Enhance understanding of Australia's electoral system amongst the public		
Performance measure		
Visitor satisfaction rates at the NEEC	Source	AEC NEEC visitor data.
	Method & frequency	Visitor satisfaction surveys captured for each education program reported annually.
	Target	≥90%
	Result	 Met
<p>Explanation of result: Satisfaction surveys were collected from teachers and students after the NEEC education sessions. Teacher satisfaction rates were at 97.6% and student satisfaction rates at 96.2%.</p> <p>Formal data was not collected on visitor satisfaction during the first half of the reporting period due to continued restrictions and lockdowns. Formal surveys re-commenced following the re-opening of the NEEC on 8 March 2022.</p>		

Result key  Met  On track to be met  Partly met  Not met

Intended result 3.2 Enhance understanding of Australia’s electoral system amongst the public

Performance measure

Maintain the number of unique online visitors to AEC for Schools website	Source	AEC for Schools website.
	Method & frequency	www.aec.gov.au analytics of unique visits to AEC for Schools website reported annually.
	Target	≥200,000
	Result	 Partly met

Explanation of result: There were 157,582 unique website views of the AEC for Schools website www.education.aec.gov.au during the reporting period, and a total of 212,888 total page views.

The AEC for Schools website saw a decline in unique page views, consistent with the 2020–21 reporting period. This was due to significant visit cancellations caused by the COVID-19 pandemic and the closure of the NEEC for refurbishment.

There is an increase in visits during the second half of the reporting period, likely as a result of the NEEC reopening in March 2022.

Intended result 3.2 Enhance understanding of Australia’s electoral system amongst the public

Performance measure

Teacher professional learning participant numbers	Source	AEC Learning Management System data and attendance at in-person sessions.
	Method & frequency	Professional learning participation rates.
	Target	>350
	Result	 Met

Explanation of result: The AEC welcomed 1,113 total participants in the teacher professional learning program during the reporting period.

Of those participants, 451 completed the AEC’s self-directed online teacher professional program.

The AEC held one in-person professional learning program during the reporting period with 12 in-service teacher participants. The AEC delivered teacher professional learning programs at seven universities, to more than 650 pre-service teachers.

Result key  Met  On track to be met  Partly met  Not met

Key activity 4

Maintain a capable and agile organisation and continue to professionalise our workforce

Building and maintaining a capable and agile organisation and professional workforce is critical to delivering electoral events.

To ensure we can respond to changing legislation, policy, community expectations and our environment, we must continue to develop our agility and capability.

We do this by refining our organisational structure, focusing on key aspects of governance and assurance, and modernising our enrolment and election systems and processes.

The AEC's workforce is unique and multi-tiered. Our talent includes Australian Public Service (APS) employees engaged under the *Public Service Act 1999*, statutory appointments, contractors, our election surge workforce, and our very large temporary election workforce (TEW).

It is increasingly challenging to attract and engage the temporary workforce required to deliver democracy to Australians. For this event, we engaged a TEW of almost 105,000 in a particularly challenging environment, characterised by a tight labour market and COVID-19.

The AEC Learning and Professional Development Strategy 2020–2025 guides our approach to learning and development, future investment, workforce capability and agility.

In 2021–22, in preparation for the federal election, the AEC prioritised delivering training to our permanent and temporary election workforces. We also tested and rolled out a new learning management system to better support the AEC's workforce needs.



PERFORMANCE STATEMENT – KEY ACTIVITY FOUR

Intended result 4.1 Develop and maintain a professional, talented and agile workforce

Performance measure		
Percentage of identified APS employees undertaking specific training relevant to their role	Source	AEC Learning Management System.
	Method & frequency	Training completion data measured annually and at each federal election event.
	Target	≥ 95%
	Result	 Partly met
Percentage of TEW employees completing election training relevant to their role	Source	AEC Learning Management System.
	Method & frequency	Training completion data measured annually and at each federal election event.
	Target	≥ 95%
	Result	 Partly met

Explanation of result: The AEC continues to invest in the design and delivery of learning and development programs that build a vibrant learning culture through a nationally coordinated whole-of-agency approach. The AEC considers work under this direction to be a long-term endeavour.

In 2021–22, the AEC focused its efforts on delivering training to support the readiness of the AEC’s APS and temporary workforce for the 2022 federal election. A significant range of programs was delivered, adopting a blended learning approach; some specifically developed and introduced for the 2022 federal election. This included completing eLearning courses, self-directed and small group learning activities, participation in virtual training sessions, and local and national rehearsals. Training focused on core APS knowledge and skill requirements was completed by 89% of APS staff.

Online training was assigned and required to be completed by all TEW roles. Due to the timing of the election event, learning completion rates for TEW are currently under review, and will be reported in the 2022 Electoral Pocketbook.

Result key  Met  On track to be met  Partly met  Not met

4.2 Invest in organisational capability and governance

Performance measure

Increase agency-level governance maturity in the areas of risk management, protective security, privacy and information management	Source	AEC strategies, surveys and plans including the: <ul style="list-style-type: none"> • Comcover Risk Management Benchmarking survey • National Archives of Australia's 'Check-up PLUS' survey and reports • Protective Security Policy Framework • AEC Information Management Strategy • AEC Privacy Management Plan.
	Method	Survey benchmarking using Commonwealth frameworks and agency maturity assessments for protective security and information management measured annually. Comcover Risk Management Benchmarking survey measured biennially. Qualitative assessment on privacy management performed annually as at reporting date.
	Target	Increase or maintain maturity against identified Commonwealth surveys or plans.
	Result	 Met

Explanation of result: The AEC continued to mature its risk management, protective security, privacy and information management in 2021–22.

Our risk management maturity is assessed through the Comcover Risk Management Benchmarking Program, with an overall rating of 'embedded', which is above average. The AEC reviewed its strategic and enterprise risks ahead of the 2022–26 corporate planning cycle. This resulted in a rationalisation of risks, with two strategic risks and 11 enterprise risks identified. The AEC's maturity in risk management is supported by the successful delivery of the 2022 federal election in the most challenging environment experienced to date. Additionally, the AEC continued to deliver awareness training to employees, and embedded its consolidated risk management system.

The AEC's 2021–22 Privacy Management Plan documents our approach to managing the personal information of over 17 million Australian electors. In the lead-up to the 2022 federal election, the AEC conducted an internal privacy information campaign to further focus attention on the importance of protecting personal information. The AEC also conducted an internal audit into privacy management. The resulting recommendations are being progressed. The AEC was active in driving legislative changes passed in 2021 regarding elector privacy concerns. The legislative changes enabled the AEC to include a return envelope to protect the privacy of the voter when postal voting while maintaining the franchise.

The AEC's security posture has improved, compared with the previous Protective Security Policy Framework maturity report, and the AEC has achieved Maturity Level 2 for the Australian Cyber Security Centre Top 4 strategies. No unmitigated security risks have been identified and the AEC is still assessed as operating within risk tolerance levels, as expressed in the agency's Risk Appetite Statement, despite the overall rating of 'developing'.

The AEC focuses on physical security of all stakeholders – including voters, staff and supply chain partners – in a changing physical security threat environment. The Electoral Integrity Assurance Taskforce continues to focus on managing physical security threats and maintaining its close working relationship with law enforcement agencies.

The AEC continues to mature its information management practices and frameworks. In particular, the agency has made significant improvements to its data reporting and visualisation dashboards capability. More than 15 new dashboards were delivered to support the planning and delivery of the 2022 federal election. These dashboards were integral to driving data-driven executive decision-making in the AEC Command Centre during the federal election. Further, in 2022–23 the AEC will also look to conduct a data maturity assessment across the agency and develop a data and information strategy to support the agency into the future.

Additionally, the AEC progressed a range of activities to bolster its information management maturity in alignment with agency and government requirements. Although, some uplift activities were delayed due to the agency's focus on the federal election, significant improvements have been made across multiple areas. These include key policy updates and an upgrade of the agency's electronic documents and records management system. These achievements will be reflected in the 2021 Check-up PLUS.

Result key  Met  On track to be met  Partly met  Not met

Modernising the AEC’s election and enrolment system

The AEC is undergoing a business-led transformation following the Australian Government’s announcement of \$96.4 million investment in October 2020.

A modernised electoral management system will improve the AEC’s capacity to adapt to the ever-changing environment and citizens’ expectations, as well as to effectively manage security risks. Through the modernisation program, the AEC aims to enhance our ability to detect, prevent and respond to external interference in Australia’s elections.

The Elections System Modernisation (Indigo) program is a shift in the AEC’s approach which will deliver a citizen-centric, agile technology platform. The seven-year transformation journey will reposition how the AEC provides electoral services and ensure ongoing integrity of the electoral system.

This program also enables the AEC to think well beyond the next election and to expand its capability to meet the needs of all Australians.

The Indigo program will be managed through a series of tranches, with the first tranche delivering:

- new IT platforms to ensure readiness for future planning
- updated supply chain management processes
- streamlined recruitment and management of the AEC’s temporary election workforce
- improved election contact centre operations to better facilitate voter self-service
- agile business processes to drive productivity
- enhanced security capabilities supporting the AEC’s coordination of federal elections.

PERFORMANCE STATEMENT – KEY ACTIVITY FOUR

Intended result 4.3 Implement systems and processes that are sustainable, relevant and modern to support election planning and delivery

Performance measure

Progress the modernisation of the AEC’s core election and roll management systems	Source	Program documentation and reporting.
	Method	Governance reporting mechanisms as guided by program structure and documentation, as at reporting date.
	Target	Meet the key program milestones associated with the procurement, delivery, execution and de-commissioning of these systems.
	Result	 Partly met

Explanation of result:

- The AEC met key milestones, including:
- successful completion of the Tranche 1 procurement process and mobilisation of strategic partners
 - commencing delivery in April 2022, concurrent with federal election delivery
 - implementation of enhanced governance arrangements to support program delivery, including establishing the vendor management office to support the program to effectively manage vendor contracts and performance
 - implementing an integration delivery model to incorporate strategic partners into the program governance structures
 - establishing the delivery management office to facilitate the system integration responsibilities for the program.

To date, the program has experienced environmental challenges resulting from COVID-19 and a competitive and costly labour market, including the extremely limited availability nationwide of the IT skills required to modernise the technology. These challenges are proactively and continually addressed by the program.

Result key  Met  On track to be met  Partly met  Not met

Regulator performance

The Australian Government is committed to reducing the cost of unnecessary and inefficient regulation imposed on individuals, business and community organisations. In line with this, the AEC reports annually on its performance in reducing the regulatory burden for electors through more efficient enrolment and voting services. The AEC's performance is measured against the principles of regulator best practice in assessing our regulatory performance.

The principles of regulator best practice are:

- continuous improvement and building trust – regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia's regulatory settings
- risk-based and data-driven – regulators manage risks proportionately and maintain essential safeguards while minimising regulatory burden, and leveraging data and digital technology to support those they regulate to comply and grow
- collaboration and engagement – regulators are transparent and responsive communicators, implementing regulations in a modern and collaborative way.



Table 3: AEC performance against the regulator performance guide

What the AEC does	Result	Mandatory performance indicator reference
The AEC maintains an up-to-date public register of political parties.	✓	See Key activity 1
We regulate the funding and disclosure scheme, ensuring disclosure returns are published and regulated in accordance with timeframes.	✓	See Key activity 1
We undertake regular compliance reviews to examine a sample of disclosure returns. We and use a risk-based approach to compliance. The outcomes of compliance activity are published at www.aec.gov.au	✓	See Key activity 1
We administer the funding and disclosure scheme, political party registrations and electoral authorisations. We provide guidance and information to ensure stakeholders are aware of the need to comply with electoral legislation as well as the 'how-to'.	✓	<p>Under the Electoral Act, the funding and disclosure scheme establishes transparency around political donations. The electoral authorisations scheme requires electoral participants to be transparent to voters with the electoral communications they make.</p> <p>Guidance and information are provided to stakeholders at www.aec.gov.au, through our public enquiry line, and through a dedicated phone number for funding and disclosure matters.</p> <p>Stakeholders with disclosure obligations under the Electoral Act are also provided with written reminders of those obligations at appropriate times.</p> <p>Also see Key activity 1.</p>
We apply a risk-based proportionate response in addressing multiple voting and non-voter prosecutions, and in administering electoral communications requirements.	✓	<p>A risk-based approach is taken to address multiple voting and non-voter prosecutions, and in administering the funding and disclosure, and electoral communication requirements.</p> <p>Where necessary the AEC provides notices and warnings to regulated individuals and entities to inform them of their obligations.</p>
We continue to improve our risk management maturity to build organisational capability. We have revised our strategic and enterprise risks, published in the <i>AEC Corporate Plan 2022–23</i> . We are also maturing and embedding our lessons management approach and capability.	✓	See Key activity 1 and 4.
We manage feedback and complaints in line with the AEC complaints management policy and seek improvements in administration when relevant.	✓	Our service charter outlines the agency's role and purpose, and the services the public can expect to receive. The AEC manages complaints in line with the AEC Complaints Management Policy.



SECTION 04

Highlights 2021–22

2021–22 ANNUAL REPORT

Key contributions to the AEC's story over the last year

International engagement

This year the AEC continued its commitment to supporting emerging democracies and building the technical capacity of Electoral Management Bodies (EMBs) in the Indo-Pacific region.

These activities are mandated under section 7(1)(fa) of the *Commonwealth Electoral Act 1918* (Electoral Act), which directs the AEC to provide assistance to foreign countries on matters relating to elections and referendums.

Our work in this area is underpinned by strong relationships between the AEC and EMBs in the region, developed over the last three decades, and ongoing funding and support from the Australian Department of Foreign Affairs and Trade.

Election preparation in the Pacific

The lifting of travel restrictions in Australia and in some Pacific Island Countries saw the AEC begin to transition to face-to-face delivery this year, while still maintaining virtual programming in other areas.

A key focus for 2021–22 was supporting the Papua New Guinea Electoral Commission (PNGEC) with preparations for PNG's National General Election in July 2022. Since April 2021, the AEC has been leading a donor coordination group working with the PNGEC to ensure support from various donors was fully coordinated and met PNGEC requirements.

The AEC assisted the PNGEC to develop a training manual and course for their Provincial Logistics Assistants (PLAs) and supported delivery of a training workshop in Port Moresby with 22 PLAs from across the country.

The AEC also supplied critical materials for the 2022 PNG election, including ballot papers, ballot boxes, security seals, tamper-evident bags and polling station

kits. Procuring these materials was a highly sensitive and complex process, made more difficult by COVID-19 travel restrictions.

The AEC facilitated engagement between the Australian supplier and the PNGEC to ensure the design of the ballot papers met all PNGEC's requirements.

In total, the AEC securely delivered over 14 million ballot papers to PNG, including for seven new open constituencies that were created during the delivery of materials.

During this year the AEC also supported the Electoral Commission, Kingdom of Tonga (Electoral Commission) to deliver the 2021 Tongan general election.

The election was held on 18 November, with COVID-19 restrictions requiring the AEC to provide remote support. We offered technical assistance with the Electoral Commission's communications on TV, radio and SMS.

The AEC also supported the transportation of election materials to remote islands, which allowed in-person polling official training to be conducted in these locations for the first time. On polling day, polling officials used handbooks and pamphlets printed by the AEC, and wore vests and lanyards also supplied by the AEC.

The AEC has also been working with the Fijian Elections Office (FEO) to support its preparations for Fiji's 2022 general election. The AEC was able to send staff to Fiji for the first time since the pandemic to meet with the FEO – present at a stakeholder forum on voter participation – and attend an FEO Writ-to-Writ planning workshop.

The AEC hosted a visit from the Chair of Fiji's Electoral Commission, Mr Mukesh Nand, accompanied by Fiji's Supervisor of Elections, Mr Mohamed Saneem. Mr Nand and Mr Saneem toured some of the AEC's operational sites and were able to hold a fruitful meeting with the AEC's Chairperson the Hon. Justice Susan Kenny AM.

International training and development

Approaching its 25th anniversary, the Pacific Islands, Australia, and New Zealand Electoral Administrators (PIANZEA) Network continued to foster connections and deliver virtual activities for network members, with support from its AEC-hosted secretariat.

The PIANZEA Women in Electoral Management Virtual Mentoring Program launched in 2022 following a successful pilot in 2021. The program aims to build technical and leadership skills for female election officials in the Pacific. The inaugural cohort features eight female mentees and eight female mentors from within the PIANZEA Network.

The PIANZEA secretariat delivered a workshop and developed a paper on running effective COVID-safe elections in the Pacific. The paper provides PIANZEA members with a comprehensive checklist for conducting elections during COVID-19, based on experiences from across the network.

Facilitators from Australia and Fiji also conducted a virtual Building Resources in Democracy, Governance and Elections (BRIDGE) workshop on disability and elections for the network. Following the workshop, PIANZEA developed a paper featuring case studies on how PIANZEA members are improving electoral inclusion. The paper focuses on simple and cost-effective activities that PIANZEA members can use to improve the electoral participation of women, people with disabilities and young people.

Building Resources in Democracy, Governance and Elections (BRIDGE) is a modular professional development initiative focusing on electoral processes. The AEC plays a central role as one of five BRIDGE partners, as well as taking on the responsibility as the BRIDGE Secretariat. A significant focus for the secretariat has

been to design and develop a new BRIDGE website www.bridge-project.org and portal, launched in November 2021. This is delivering a more engaging user-centred experience for individuals interacting with BRIDGE. In 2022, BRIDGE celebrates 20 years as one of the world's leading electoral professional development programs with events to celebrate this milestone due to be held at the United Nations in New York in September.

The AEC looks forward to continuing to work with these important partners into the new financial year, and to sharing lessons on our own 2022 federal election.

Four Countries Conference

The AEC participated in a virtual Four Countries Conference during this financial year with counterparts from Australia, the United Kingdom, Canada and New Zealand. The four countries meet regularly to discuss shared challenges and promote best practice in electoral administration, including challenges to electoral administration brought about by the COVID-19 pandemic, cyber security and the rise of disinformation on electoral matters.

Electoral Council of Australia and New Zealand

The Electoral Commissioner attended two meetings of the Electoral Council of Australia and New Zealand (ECANZ) in 2021–22. These meetings provided a platform to share information on best practice in electoral operations and electoral integrity. They were also a forum to learn from others' experience about incorporating health and safety directives from the COVID-19 pandemic into election operations and delivery.

The Deputy Electoral Commissioner engaged with a sub-group reporting to ECANZ. His contribution included developing

secondment opportunities between electoral commissions and supporting ECANZ by providing an analysis of key electoral activities.

The AEC participated in the Inter-jurisdictional Working Group on Electoral Integrity and Security, chaired by the Department of the Prime Minister and Cabinet.

We also chaired ECANZ working groups, including the National Enrolment Forum, Election Staffing Community of Practice, and the Indigenous Electoral Participation Working Group.

Helping Australians vote through a pandemic

The 2022 federal election was the first in Australia since the onset of COVID-19. It required an approach unlike anything the AEC had done before to ensure Australians with COVID-19 could vote, even if they couldn't reach a polling location.

In the lead-up to the polling period, daily case numbers were consistently in the tens of thousands¹. Public health directions across Australia required infected individuals to isolate, subject to requirements.

In February 2022, the Australian Government enacted legislation to ensure COVID-affected Australians could vote by phone from the Thursday before polling day. The secure telephone voting (STV) service would act as an emergency measure for those citizens who tested positive to COVID-19 in the final days of voting.

Supporting this legislation required the AEC to expand its existing telephone voting service for blind and low-vision voters, and those living in Antarctica. We usually collect about 2,000 votes with this service. For the 2022 federal election however, the AEC needed to expand and deliver logistics

to ensure telephone voting could cater for up to 360,000 voters nationally.

Electoral integrity was paramount in planning the STV solution. To register, electors were matched to the electoral roll, and a system check undertaken to confirm they had not already voted by telephone voting or other method. They were also required to prepare evidence of their positive COVID-19 test and make a lawful declaration. Similar assurances to in-person voting processes were observed with telephone voting.

On the day before the election, eligibility for telephone voting was expanded following the recommendation of the AEC. This ensured COVID-affected voters who tested positive after 6pm on 13 May and had not applied for a postal vote were able to vote by phone.

Other Australian Government agencies and partners supported the AEC to deliver the service in time for the 2022 federal election. Inter-departmental collaboration was essential to assure this service for COVID-affected citizens. The AEC has a long-standing working relationship with Services Australia and we work together to deliver various elements of federal electoral events. These include the existing telephone voting service for blind and low-vision voters and voters based in Antarctica, as well as the election call centre and remote area mobile polling in some areas. While we were able to draw on this relationship, we also worked with many other federal government agencies to develop and deliver STV. A number of these agencies had never worked with the AEC before and were new to the complexity of election services.

“The key is to build trusting partnerships, which we quickly achieved in this process through openness and transparency,” said Deputy Electoral Commissioner Jeff Pope. “This fostered an environment where there was mutual trust and respect for the

¹ Australian Government Department of Health 2022, Coronavirus (COVID-19) case numbers and statistics, viewed 15 April 2022, <<https://www.health.gov.au/health-alerts/covid-19/case-numbers-and-statistics>>

respective expertise and experience that each agency brought to the table”.

Setting up a robust governance framework allowed all parties to provide suggestions, raise risks, and deliberate on options. As a result, this group of committed public servants was able to develop a fit-for-purpose service within tight timeframes, in less than four months.

The relationships forged along the way allowed the group to respond quickly when the service offering required adjustment.

For Kath Gleeson, acting First Assistant Commissioner and National Election Manager, agility and sensitivity to voter needs informed the work. “Timely communication, engaging with risk as a group, and a willingness to listen to public sentiment and act swiftly were crucial for this collaboration”, she said.

Key figures

- Total registrations: 77,381
- Total voted: 75,366
- Average daily call handling time: 10:27 minutes

Seeing the forest and the trees – view from the AEC Command Centre

Responding to a need for a central point of coordination to monitor elections – in all their complexity and scale – the AEC launched its command centre in late 2021.

In the lead-up to, and during the election, the command centre provided greater situation awareness and improved our ability to monitor and resolve issues as they transpired.

Previously, the AEC had limited visibility of operations across the country at election time, and we relied on intensely manual processes that involved staff travelling to polling places to oversee polling, resolve issues and communicate with staff on the ground.

To increase visibility of operations, the command centre needed the right information, escalated to the right people at the right time. In this way, the AEC sought to support speed of decision making, issues management and reduced operational risks.

The command centre is both a physical and digital environment, established to drive nationally consistent, centrally-led service delivery year-round, while strengthening electoral integrity and stakeholder confidence.

At the helm of the command centre was AEC Watch Commander Brian Foo, working with a team of experts, including change management specialist Adele Bullock.

“We provided a holistic view of the data we had available, and coordinated meetings across government as well as the AEC, to help the agency prioritise decisions,” Brian said. “We raised the issues quickly and we had access to get the right people in the room at the right time to discuss.”

A key demonstration of the command centre’s capability was observed well before the election was called. In February 2022, parts of south-east Queensland were inundated with torrential rain and floods. “We lost property in the first flood event,” Brian explained. “However, those floods allowed us to test our incident and crisis management framework and then implement it immediately in a real event. We were able to respond better as the flood activity moved into NSW.”

Not only did this allow the command centre to help ease problems for staff in affected areas, but it also created a solid foundation for the flood events that re-emerged during the weeks leading up to the election.

“When the floods returned in May, we were able to provide a lot of the same kinds of information for the remote area mobile polling teams to ensure they wouldn’t be cut off by slow-moving floods,” Brian said. “The Bureau of Meteorology briefed us on weather updates

and we were also getting feeds from Australia Post and Toll on which roads were closed. This led to our mobile teams changing itineraries due to the advised impacts”

Adele Bullock explained further. “We offer a form of data triangulation, using multiple data sources,” she said. “We give observations, not just raw business intelligence, and we ensure AEC leadership has the relevant information to support their decision-making. We provide analysis and outline potential impacts to operations.”

Responding to feedback is critical for an agile agency like the AEC. “Voters like to know that their voices are heard and acted on,” Adele said. “Comment mechanisms already exist, but the command centre was a game changer because we were able to use our extensive access to information from across the business to join the dots and identify trends in data. We can see the forest and the trees.”

Now the election is complete, the command centre turns its attention to its next steps, which include continuing to build on collaborations, shared vision and exploring the art of the possible.

“There is an opportunity to do some amazing things within this organisation, given the right tools and leadership intent,” said Brian.

Adele agrees. “Through its insights, the command centre helps influence and shape what the agency is doing to strengthen electoral integrity. It has a very real impact on the public’s experience with the AEC and the way people see the agency.”

Election workforce – finding the right people for the right roles

Among the requirements to prepare a federal election is the recruiting and training of a workforce that expands from around 800 to over 100,000 during an election period. While this is an enormous task at the best of times, the context of the 2022 federal election added several layers of complexity.

Labour force pressures risked having an impact on our ability to identify, attract, onboard and train the right people for the right roles. Further, COVID-19 hygiene requirements, including heightened cleaning regimens, required the AEC to increase the number of staff to deliver these additional tasks.

Leading several initiatives to address this risk was Assistant Commissioner Melanie Hinde, heading up the AEC’s Strategic Election Priorities Branch. This branch was focused on a national attraction campaign and a range of initiatives to source our temporary election workforce (TEW).

Deep research informed a communication campaign, with emphasis on digital and social media advertising to attract people who may not have previously considered joining the AEC TEW.

We also conducted specific advertising through channels with a focus on Indigenous media, such as National Indigenous Television NITV.

Local contacts and community organisations, including 120 councils, shared TEW opportunities via their social media. Their outreach was imperative to help ensure nation-wide grass roots understanding of the necessity to deliver the election and the range of opportunities available.

We approached a range of government agencies, as well as the Chief Operating

Officer Committee and the Australian Public Service Secretaries Board. This outreach helped raise awareness of the AEC's workforce needs. Among the agencies sharing information with staff:

- the former Department of Education, Skills and Employment
- Services Australia
- Australian Bureau of Statistics
- Emergency Management Australia
- state and territory electoral commissions.

Colleagues in the AEC's People and Property Branch formed strong partnerships with labour hire companies as an additional pathway for staffing nationally.

From November 2021, the AEC held regular meetings with the Australian Public Service Commission to encourage public service staff to join the AEC's election workforce.

This early groundwork resulted in an increase of 85,000 expressions of interest in joining our TEW.

The election was announced on 10 April, within a context of rising COVID-19 infections, threatening to compromise our robust list of interested election workers.

By the week of the election, the AEC faced the challenge of some polling places not opening as we were unable to find appropriate staff to work on election day. On 18 May, three days before the election, the AEC issued a press release listing areas of concern in South Australia, Western Australia and Queensland.

"It was the churn in that last week," said Melanie Hinde. "Every day we would wake up and there would be another group of people who were unable to work, largely due to COVID-19."

Following the press release, an accompanying marketing strategy garnered

4,538 additional expressions of interest, in part due to significant inter-agency collaboration and nimble outreach across the public service nationwide.

For Melanie, the highlight of this rich process was the collaboration to solve the problem and seeing a press release on the evening of 20 May announcing all polling places would open nationwide.

"It was wonderful to be able to deliver this result," she says.

"We worked closely with colleagues within the AEC, including the nationwide staffing teams, but also had help from labour hire companies and across-the-board connections with the public service and other agencies.

"It only worked because of the willingness of government agencies to help us, and to do things quickly. Everyone within AEC – regardless of business unit – focused on an election-critical objective."

Going the extra mile to allow all Australians to have their say

In a broad, sparsely populated land like Australia, managing an election is an enormous logistical effort.

Most Australians vote in cities and regional centres, but some cannot access those places. To ensure everyone has the chance to vote, the AEC sends dedicated election officials into communities across remote Australia.

Remote area mobile polling (RAMP) teams are a hallmark of the AEC's service to Australians and have been part of the agency's specialised election offering since 1984. It is a complex process but the AEC wants to ensure everyone has an equal opportunity to vote.

Travelling by 4WD, plane and helicopter, teams trekked over thousands of kilometres to reach voters in small communities during the polling period for the 2022 federal election.

The places our teams visit are sometimes so remote that postal services are not commonly used, which is why AEC representatives undertake such remarkable journeys to ensure all Australians can have the opportunity to vote.

One of those locations is the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands, a 103,000 square km area in the far north-west of South Australia. It is home to approximately 2,000 Aboriginal people, living in about 20 communities and homelands.

May Bury normally works for the Northern Land Council in Darwin. When she learned about the opportunities available with the AEC's temporary election workforce, she was inspired to apply for the RAMP program, seeing an opportunity to visit new places. Her employer agreed, granting her leave, and recognising the important work being done to ensure Aboriginal communities' votes were heard.

Entering such remote areas is a major undertaking and some of the communities seldom receive visits.

"When we got to one of the communities," May said, "we worked with a local person who came and helped. He jumped in with both feet. We got most of the community in that day to vote, it was really good to have help from local people."

Another key member of the team was May's colleague Mark Weaver, who travelled from the Barossa Valley to help with polling in the area. A retired police officer, Mark worked in Oodnadatta and serviced the APY Lands at different points over his 40-year career.

"I have knowledge and connection with the people there that goes back to the 70s," he

said. Mark continues to return to the area for special events, camps and walks with traditional owners. "I had a strong upbringing and picked up the spirit of life, the Anangu way of respect and connection to country and family. It has been a real blessing. It is quite a unique connection."

When May saw that Mark had such a special relationship with the people in the communities they were visiting, she rapidly changed the team roles to ensure he was at the front, greeting people as they came by. "The older people would see him, and their face would light up," she said, adding that his presence helped with any apprehension from residents. "He had that understanding and knowledge. It helps break the barrier."

Mark was equally impressed with the way May ran her team. "Empowerment of an Indigenous person is the only way to go," he said. "She knew how to best utilise her staff. This is about encouraging and connecting people as well as voting. She put it into practice and let me spend time with people. The team was good because she worked out the best thing for the local people."

On the long drives between the tiny townships, Mark was able to share his knowledge further.

"Because Mark knew the area, when we were driving, I was getting a great history lesson," May said.

"I was able to share stories with May about the history there, with Europeans coming into the area," Mark added. "I explained some of the totems and things I have been lucky enough to learn about through ceremonies."

May hopes to work on future elections and will encourage people around her to sign up for the AEC's temporary election workforce. "You don't get an opportunity like this very often," she said. "Some of us are stuck in the cities and we don't go out very much. The RAMP team is eye-opening, and you

get to see how other people live, and you find everyone is friendly. They like meeting people. I'd definitely do it again.”



Remote area mobile polling workers Mark Weaver and May Bury preparing for lift-off in South Australia's APY Lands.

Indigenous enrolment and temporary election workforce

Increasing Indigenous representation in the temporary election workforce

The AEC implemented a strategy for increasing the representation of Aboriginal and Torres Strait Islander people as part of the temporary election workforce (TEW). The strategy included targeted communications, engaging with Indigenous partners to promote work opportunities and direct engagement with Indigenous communities in priority locations.

We welcomed an additional 415 Aboriginal and Torres Strait Islander staff as part of the 2022 federal election workforce.

Table 4: Comparison of Aboriginal and Torres Strait Islander temporary election workforce, 2019 and 2022 federal elections

	No. of Aboriginal and Torres Strait Islander TEW	Representation - Percentage of total TEW workforce
2022 federal election	2,070	1.99%
2019 federal election	1,655	1.93%

Dedicated Indigenous polling assistant positions in priority locations

In response to community engagement discussions promoting cultural safety, the AEC identified 518 polling places with a dedicated Indigenous polling assistant position. Priority polling place locations were also informed by Australian Bureau of Statistics Indigenous population data.

Of the 518 polling places identified, 277 locations attained at least one Indigenous polling assistant (53.47 per cent of identified locations).

Across the 277 priority locations, 414 Indigenous polling assistants were recruited.

Partnerships: Case studies

Case study 1 – Ngaanyatjarra Pitjantatjara Yankunytjatjara Women’s Council

The AEC partnered with the Ngaanyatjarra Pitjantatjara Yankunytjatjara (NPY) Women’s Council to promote electoral participation in the NPY region. Our partner worked with local staff who are regularly in community and trusted by the community. This allowed AEC staff to seek feedback on challenges to electoral participation and to work with the NPY Women’s Council to co-design strategies to address local challenges.

Outcomes included engaging elders to develop in-language social media videos to promote enrolment to their community, and targeted enrolment drives resulting in an increase in enrolment across the NPY region. Over a four-week period, the NPY Women's Council collected approximately 132 new enrolments from remote communities.

Case study 2 – Julalikari Council Aboriginal Corporation

The AEC partnered with Julalikari Council Aboriginal Corporation to promote electoral participation in the Barkly region². This partnership provided opportunities for the AEC to liaise with community elders to discuss challenges to electoral participation. As a result of these discussions, the AEC delivered a community voter education session, which included our partner bringing community members from nine homelands into Tennant Creek for the session. The event was attended by approximately 80 people and involved a mock election where people voted on their favourite sporting team.

The AEC also co-designed resources to promote enrolment and formality in Waramungu, Alywarre, Warlmanpa languages. The partner assisted 76 community members to enrol and had a stall on election day at the Tennant Creek polling place to provide information on how to cast a formal vote.

Case study 3 – Yarrabah – Working with community to lift enrolment

Based on Indigenous enrolment estimates, the community of Yarrabah was identified as a priority location for enrolment. To increase enrolment rates in Yarrabah, the AEC worked with locally engaged Indigenous community members to conduct workshops, community engagement and education activities. In April 2022, 99 enrolments were collected. Further engagement activities around enrolment, voting formality and working at elections, continued to occur through the election period.



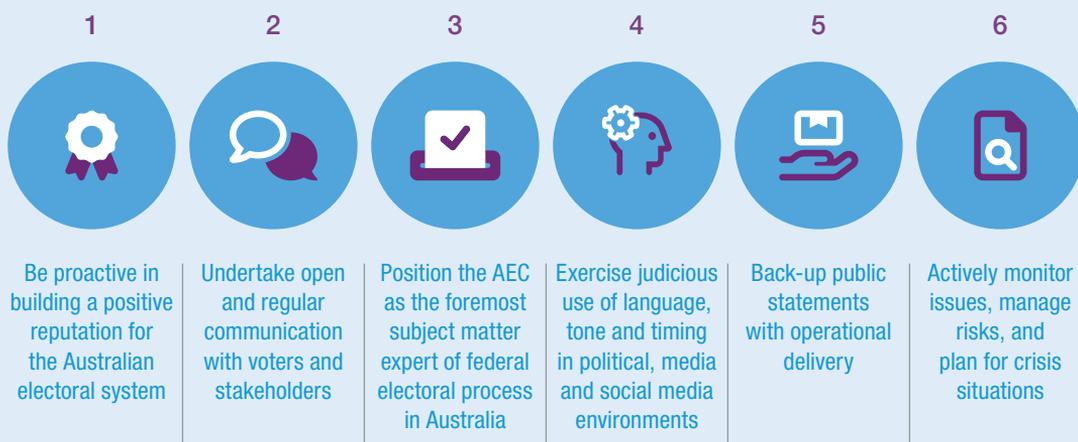
AEC staff supporting Julalikari Council Aboriginal Corporation with the community voter education session.

² The Barkly region is located in the eastern section of the Northern Territory, about 1,000 kilometres south of Darwin and 600 kilometres north of Alice Springs.

Our defence of Australia’s democratic reputation

The 2022 federal election marked a distinct, and necessary, change in our approach to reputation management. Observing the evolution and effect of electoral disinformation overseas, the agency’s Executive Leadership Team identified early in the electoral cycle the increased risk of such an environment to Australian federal elections. The AEC Reputation Management Framework was promptly created, centred on the following six principles.

Figure 2: Six guiding principles of AEC’s Reputation Management Framework



As expected, commentary surrounding the 2022 federal election included many of the claims seen in different jurisdictions. Using the above principles as a guide, the AEC was able to effectively lead and shape conversations regarding the conduct of the election.

In 2021–22, the AEC established the Electoral Integrity and Communications Branch, including both the AEC’s public relations teams and the newly-created Defending Democracy Unit. This unit administers the AEC’s role as Chair of the expanded Electoral Integrity Assurance Taskforce (EIAT).

The AEC’s Media and Digital Engagement Section, as part of this Branch, conducted extensive public relations work ahead of and during the 2022 federal election. This began with an extensive series of personalised,

localised media briefings that established relationships and set the grounding for key issues. Briefing sessions were often led by the Electoral Commissioner and acted as an early example for journalists and media outlets of the AEC’s approach to reputation management. Building these relationships ahead of the 2022 federal election itself allowed the AEC to effectively monitor, discuss and frame election issues as they emerged during the election period.

On social media, the AEC’s active approach has been recognised as one of the most forthright and informative digital presences in the Australian Public Service. The AEC adopted a ‘hearts and minds’ method to online engagement, using human, relatable language tone to directly communicate with voters and myth-bust electoral disinformation.

This mode was well received by the general public as well as stakeholders – the AEC’s approach to social media has been recognised by voters, journalists and candidates. For the first time at a federal election, the AEC introduced the Social Media Operations Group (SMOG), a dedicated roster of communication staff trained to rapidly answer questions from voters and monitor social media for emerging issues. With the support of SMOG, senior communication staff were able to focus on more complicated or sensitive social media interactions, which could require a more considered or even a more forceful response.

The AEC’s social media approach was supported by AEC TV, a series of short videos produced internally at the AEC and featuring real AEC staff explaining the election process. Producing these videos in-house gave the Media and Digital Engagement Section a great deal of flexibility. The team could create videos in a matter of hours to debunk emerging disinformation or respond to frequently asked questions.

In addition, the AEC ran an expanded *Stop and Consider* campaign for the 2022 federal election, building on the success of a similar campaign for the 2019 federal election. The campaign featured paid advertising and organic content produced for social media, and alerted voters to the dangers of electoral disinformation. In conjunction with this campaign, the AEC launched and maintained an Electoral Disinformation Register. The register listed and comprehensively debunked prominent electoral disinformation and acted as an informative disincentive to individuals spreading electoral mistruths.

Spearheaded by the Defending Democracy Unit, the AEC liaised closely with major social media organisations regarding electoral disinformation on their platforms. This work built on and expanded upon

similar work conducted ahead of the 2019 federal election. It led to a signed public *Working Arrangements* agreement with prominent social media organisations, clearly outlining the roles and responsibilities of both the AEC and social media platform owners when responding to electoral disinformation. This work included benchmarking similar activities conducted by international electoral management bodies such as Elections Canada, which ran a federal election in 2021. As an additional benefit, the liaison work has allowed the AEC and EIAT members to provide advice and assistance to Australian State and Territory electoral management bodies. EIAT advice has helped these bodies perform their role of running state, territory and local government elections during 2021–22.

The structural and procedural changes, in addition to the reputational activities undertaken, ensured the AEC could meet the principles outlined in the Reputation Management Framework. This work played a vital role in upholding Australia’s much-envied electoral reputation, despite an increasingly complex operational and communication environment.



r/australia • 10 days ago
Posted by AusElectoralCom

We're the leaders of the Australian Electoral Commission, experts on Australia's electoral system. We're here to answer your questions about elections and voting. Ask us anything.



PROOF: <https://i.redd.it/bwlzpbma70s81.jpg>

It's federal election time and we here at the AEC are in full swing rolling out what is one of Australia's largest peacetime logistical events. 17m voters, 60m ballot papers, 8,000 voting venues, 4.5m pencils, 155,000 voting screens, 70,000 ballot boxes, 100,000 temporary staff, 40,000 transport routes, 63,00L of hand sanitiser and much more.

Executive Leadership Team's 'Ask Me Anything' session on Reddit



Electoral Commissioner media interview in the command centre



Dr Susan Bailey
@drsuebai

#AEC I want to take a moment to acknowledge the @AusElectoralCom. Their independence, the process and their work. Thank you.

12:16 PM · May 22, 2022 · Twitter for Android



Fergus McLachlan, AO
@FMcL2020

Congratulations and thank you to the staff of @AusElectoralCom. You form one of the foundations of our democracy and are the source of confidence for all Australians that elections will truly reflect the will of all voters.

A couple of notes of thanks from Australians



SECTION 05

Management and accountability

2021–22 ANNUAL REPORT

Information on the AEC's management and accountability,
including governance, scrutiny and managing staff and assets

Management and accountability

Corporate governance – principles and objectives

The AEC has the following structures in place to implement the principles and objectives of corporate governance:

- an executive leadership team which monitors performance, ensures accountability and steers the agency
- decision-making management committees – see **Table 17**, appendix B for a list including functions and membership
- an advisory Audit Committee, established by the Electoral Commissioner pursuant to the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

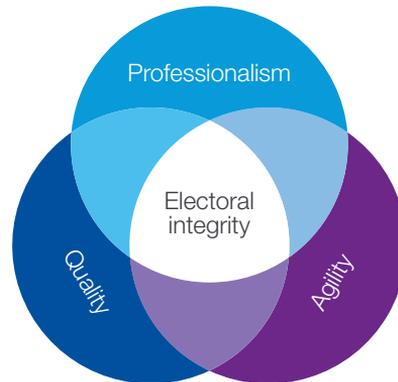
Ethical standards

The AEC's ethical standards are implicit in:

- our values of electoral integrity through professionalism, agility and quality
- the Australian Public Service ICARE values of impartiality, committed to service, accountable, respectful and ethical
- our Enterprise Agreement 2016–2019, which reflects the values and ethical standards of the Australian Public Service Code of Conduct
- the AEC's strategic planning framework and staff conduct policies.

Internal audit

Internal audit is an important component of our governance arrangements. Internal audit provides the Electoral Commissioner,



Audit Committee and management with independent assurance and advisory services designed to strengthen accountability and improve risk-based decision-making across our operations. During the year, the AEC established a discrete Audit and Assurance section to expand our activities in this area.

Audit Committee

The Audit Committee provides independent advice to the Electoral Commissioner. Its functions include reviewing the appropriateness of the AEC's financial reporting, performance reporting, system of risk oversight and management, and system of internal control. The Audit Committee Charter is available on the AEC website at www.aec.gov.au/About_AEC/Publications/audit-committee-charter.htm

Audit Committee membership is in appendix B.

External audit

The AEC has not participated in any Australian National Audit Office performance audits during the year.

Risk management

The AEC is committed to integrating risk management principles and practices into its business processes, and fostering a positive risk culture. Risk is managed in accordance with the Commonwealth Risk Management Policy and the Accountable Authority Instructions for Risk Management.

The AEC's Risk Management Policy defines how we identify, manage and communicate risks affecting the achievement of our objectives. The policy provides clear systems of delegated ownership, oversight, escalation and reporting.

Key responsibilities and accountabilities are determined by the Electoral Commissioner, as the Accountable Authority. The overall policy setting, including risk appetite and accountability arrangements, is defined and reviewed by the AEC's senior management.

Governance committees provide oversight and management of key risks to ensure changes in the operating environment are identified and systems of controls remain effective. The following governance committees lead and drive effective risk management across the agency:

- Executive Leadership Team
- National Operations and Readiness Committee/National Election Delivery Committee
- Audit Committee

- Organisational Health, Performance and Risk Committee
- Electoral Integrity Committee
- Investment, Change and People Strategy Committee
- Education and Engagement Committee.

More information on committees is at **Table 17**.

Considerable work was undertaken in 2021–22 to further mature the AEC's risk capability and its risk culture, including:

- using embedded enterprise risk management software to consolidate risk data and to support dynamic risk reporting and management
- implementing procedures to integrate risk considerations across the governance structures and business planning
- providing learning and development activities to continually improve risk management knowledge and skills across the agency
- enhancing and testing business continuity plans to ensure timely responses to disruptions and to build organisational resilience.

The AEC assesses risk maturity by participating in Comcover's risk management benchmarking survey, which is conducted every two years.

Fraud control

The AEC Fraud Control Plan highlights the agency's commitment to eliminate/curtail fraud in its operations and services. As required by section 10 of the *Public Governance, Performance and Accountability Rule 2014*, the AEC has:

- prepared fraud risk assessments and fraud control plans
- appropriate fraud prevention, detection, investigation, recording and reporting mechanisms that meet the AEC's specific needs
- taken all reasonable measures to deal with fraud appropriately.

The Fraud Control Plan outlines strategies to prevent, detect and respond to fraud, including prevention strategies for both corporate and electoral fraud. The Electoral Integrity Committee (see **Table 17**, appendix B) is responsible for providing governance and assurance over the AEC's Fraud Control Plan. The AEC examined all allegations of suspected fraud during the year, including allegations relating to the 2022 federal election.

Information on reporting suspected fraud is available:

- to staff through the intranet and mandatory fraud awareness training
- for the public at www.aec.gov.au

Internal planning processes

The AEC's planning processes support corporate governance and are undertaken in line with the requirements of the PGPA Act. The corporate plan, available on the AEC website, informs operational planning and performance, and is reflected in the AEC's business planning documents. Internal reporting and mid-term performance assessments help track progress against performance measures. Information on how

the corporate plan contributes to specified outcomes is in our performance statement.

Corporate planning documents, including internal monitoring and reporting mechanisms, are listed in **Table 16** of appendix B.

External scrutiny

Significant developments and judicial decisions

The AEC was involved in four matters in the Federal Court during 2021–22, some of which were still ongoing at the time of reporting.

1. The AEC filed proceedings in the Federal Court against two candidates from the 2019 Federal Election, Mr Barry Futter and Mr Wayne Wharton, for failures to submit candidate election returns. The Court found Mr Futter and Mr Wharton had contravened two provisions of the *Commonwealth Electoral Act 1918* (Electoral Act). They were ordered to pay the civil penalties and AEC costs.
2. On 21 December 2021, the AEC commenced civil proceedings in the Federal Court seeking orders that Mr Andrew Laming MP breached the authorisations requirements of the Electoral Act leading up to the 2019 Federal Election. The matter was listed for hearing on 7 September 2022.
3. On 20 May 2022, the AEC commenced civil proceedings in the Federal Court against Mr Craig Kelly seeking an urgent interim injunction to add legible authorisations to his corflutes displayed at pre-poll voting centres and likely on polling day. The AEC was unsuccessful and the Court made an order that the AEC pay the respondent's costs. However the Court agreed that the authorisation on the corflutes did not comply with the Electoral Act. The matter is ongoing.

4. In 2020–21, a candidate for election to offices in the Manufacturing Division of the Construction, Forestry, Maritime, Mining And Energy Union, Mr Arturo Menon, applied to the Federal Court to stop the election. He also requested an inquiry into alleged irregularities relating to union membership. On 8 June 2021, the Court agreed to hold an inquiry into the alleged irregularities but did not finalise the matter last financial year. On 18 October 2021, the Court found none of the irregularities that Mr Menon alleged and terminated the inquiry.

On 2 July 2020, the Australian Federal Police commenced criminal proceedings in the NSW District Court against Mr Cheng Fan for spam emails sent to electors during the 2020 Eden-Monaro by-election based on referral from the AEC. The charges included a breach of section 329 of the Electoral Act, being an attempt to mislead or deceive an elector in relation to the casting of a vote. On 2 June 2022, the Court held that Mr Fan breached section 329 of the Electoral Act. This case was the first successful prosecution of a person for breaching section 329 of the Electoral Act.

Administrative Appeals Tribunal decisions

No decisions of the Administrative Appeals Tribunal (AAT) had a significant effect on the operations of the AEC during the reporting period.

In December 2021, the Liberal Democratic Party (LDP) and Democratic Labor Party (DLP) applied to the AAT for review of decisions to uphold objections to those party names. The AAT accepted the AEC's submissions that the Tribunal did not have jurisdiction to examine the LDP's application. The DLP withdrew its application to the AAT.

In February 2022, the AEC gave effect to amendments to the Electoral Act made

by the *Electoral Legislation Amendment (Electoral Offences and Preventing Multiple Voting) Act 2021* (Cth), declaring 1,079 electors suspected of multi-voting at the 2019 federal election as 'designated electors'. Twenty-three electors who were declared designated elector applied to the AAT for review. As a result, eight designated elector declarations were set aside with the agreement of the applicant and the AAT. Two AAT applications have been withdrawn and one application has been dismissed. Twelve of these AAT applications were still ongoing at the time of reporting.

Australian Information Commissioner decisions

The Australian Information Commissioner (AIC) commenced reviews of six matters relating to AEC Freedom of Information (FOI) decisions during 2021–22. Five matters were ongoing at the time of reporting, and one finalised.

For the finalised matter, the AIC made recommendations relating to the AEC's FOI procedures at the time of the initial FOI application in 2018. The AEC has significantly changed its FOI procedures since 2018 and continues to review and update its procedures. The AEC has accepted the AIC recommendations as part of its review process.

Australian Privacy Commissioner decisions

The Australian Privacy Commissioner received two privacy complaints about internal AEC administration during this reporting period. The AEC has participated in conciliation for both matters.

Australian Human Rights Commission decisions

The Australian Human Rights Commission (AHRC) received three complaints during the reporting period. The first complaint was pending at the time of reporting. The second complaint was terminated following a conciliation conference in April 2022. The third complaint was scheduled for conciliation in August 2022.

Auditor-General reports

No reports of the Auditor-General referred to the operations of the AEC during 2021–22.

Electoral communications complaints

During the 2022 federal election (from the issue of the writs on 11 April 2022 to the return of writs on 23 June 2022), the AEC investigated 900 complaints and queries related to electoral communications. Most of these complaints related to authorisations of electoral communications. The purpose of authorisation requirements is to support free and informed voting at elections.

Where breaches of the Electoral Act were identified, the AEC issued 182 warnings. Of these, the AEC took further action on 20 matters. A breakdown of the electoral communication investigated by the AEC during the 2022 federal election is at appendix I.

Parliamentary committee engagement

The AEC assisted four federal and state parliamentary committees with inquiries during 2021–22. We made submissions, gave evidence at public hearings and responded to questions on notice about a range of matters. These included electoral roll management, electoral integrity, and the impact of social media. For the Standing

Committee on Social Policy and Legal Affairs' inquiry into constitutional reform and referendums, the AEC gave evidence about the agency's role in educating electors about the referendum process. The AEC recommended that – should a referendum be held during the term of the 47th Parliament – any legislative changes be enacted swiftly to support event readiness.

In 2021–22, the AEC:

- made three public submissions and attended three public hearings
- attended three Senate Estimates hearings and responded to 31 Senate Estimates questions on notice.

Commonwealth Ombudsman investigations

The Commonwealth Ombudsman received one complaint during the reporting period and determined it did not warrant an investigation.

Freedom of information

Under the *Freedom of Information Act 1982* the AEC's Freedom of Information Disclosure Log and Information Publication Scheme can be accessed at www.aec.gov.au/information-access.

Customer scrutiny

The AEC's service charter – available at www.aec.gov.au – outlines the agency's role and purpose, and the services the public can expect to receive.

Public engagement policies, procedures and tools are also available for staff. The AEC routinely examines enquiry trends to improve public information and services.

Our people

The AEC relies on its highly skilled and professional people to achieve its key activities. We are committed to developing all employees to build capability in our specialised workforce. Our unique workforce is multi-tiered and structured to enhance and deliver seamless services to the Australian community.

Our people continue to adapt to the significant challenges of the COVID-19 pandemic. The AEC invests in early intervention health initiatives to ensure our employees are safe.

We value the critical contributions our people make to delivering our core business and nurturing our positive workplace culture. We aim to attract and retain the right people, at the right time, with the right skills.

At 30 June 2022 the AEC had a regular workforce of 888 APS employees.

This included:

- 731 ongoing APS employees
- 157 non-ongoing APS employees
- 18 APS employees who identify as Indigenous Australians (16 ongoing and two non-ongoing).

A breakdown of the AEC workforce is in **Table 5** (below).

The AEC also has:

- a casual APS workforce of 2,028
- nine Statutory Office holders.

Table 5: AEC APS workforce by employment type and classification (excluding statutory office holders), 30 June 2022

	Ongoing	Non-Ongoing
SES2	2	0
SES1	8	0
EL2	48	7
EL1	142	15
APS6	207	34
APS5	127	20
APS4	92	29
APS3	49	46
APS2	56	6
APS1	0	0
TOTAL	731	157

Detailed workforce statistics, including statutory appointments are in appendix H.

Recruitment

The AEC's ability to deliver large-scale electoral events relies on its capacity to attract, develop and retain a significant number of resources to support its national operations. This ensures the AEC maintains a highly skilled, diverse and capable workforce.

In meeting the AEC's requirements for 2021–22, recruitment activities resulted in:

- 195 ongoing engagements (including seven graduates)
- 380 non-ongoing engagements
- 1,976 casual engagements
- 613 labour hire engagements
- 88 promotions (both internal and external).

The AEC also attracted and selected almost 105,000 temporary staff to deliver the 2022 federal election.

Terms and conditions of employment

The AEC's regular workforce is engaged under the *Public Service Act 1999* (Cth) (Public Service Act) and the temporary election workforce under section 35(1) of the Electoral Act.

Employees engaged under the Public Service Act have their employment governed by the AEC's Enterprise Agreement 2016–2019 published on the www.aec.gov.au.

Under the enterprise agreement, our people receive a range of non-salary benefits, including paid personal (carers) leave. This supports employees with caring responsibilities as outlined in the *Carer Recognition Act 2010* (Cth).

Remuneration adjustments can occur through a section 24(1) Determination made under the Public Service Act. The current Determination was signed by the Electoral Commissioner on 18 October 2021.

The Electoral Commissioner may agree to individual flexibility arrangements with employees, which can vary the effect of the terms of the enterprise agreement. At 30 June 2022, individual flexibility arrangements were in place for 60 AEC employees (see appendix H, **Table 39**).

The AEC engages a temporary election workforce for election events and the terms and conditions of their employment are outlined in a Collective Determination.

Performance management and performance pay

The enterprise agreement requires all employees engaged under section 22(2) of the Public Service Act to participate in the AEC's Performance Management Program. Eligible employees who meet the requirements receive salary advancement. The AEC does not provide performance bonuses. A list of salary ranges by classification is in appendix H, **Table 40**.

Remuneration

The AEC is required to disclose the remuneration, policy, practices and governance arrangements of executive officials, including:

- key management personnel
- senior executives
- other highly paid employees, whose total remuneration exceeds the threshold amount of \$235,000 for the reporting period.

The terms and conditions of the AEC's statutory office holders are determined by the Remuneration Tribunal and the Governor-General under the *Remuneration Tribunal Act 1973* (Cth). This includes remuneration of the Chairperson of the Commission, Electoral Commissioner, Deputy Electoral Commissioner, and Australian Electoral Officers.

Remuneration for the AEC’s senior executive employees is established through individual determinations made under section 24(1) of the Public Service Act with regard to:

- the APS Executive Remuneration Management Policy
- the Public Sector Workplace Relations Policy 2020
- an assessment of the relativities with other APS agencies as indicated in the annual APS Remuneration Report produced by the APSC and released in June each year.

Salary levels for SES employees are generally set at rates within a salary band applicable to each SES classification. A list of salary ranges by classification is in appendix H, **Table 40**.

Details of executive remuneration are published on both the AEC and Remuneration Tribunal websites, and at appendix H, **Tables 42, 43 and 44**.

Disability reporting mechanisms

The AEC provides a variety of education and communication initiatives to meet the needs of Australians with disability. These initiatives and relevant data are reported through *Australia’s Disability Strategy 2021–2031*, the annual State of the Service report and the APS Statistical Bulletin. These reports are available at www.dss.gov.au and www.apsc.gov.au.

The AEC collaborates with its Disability Advisory Committee to promote greater accessibility, inclusion and participation in the electoral process by people with disability. The Committee includes representation from Australian peak disability organisations and members of the Electoral Council of Australia and New Zealand (ECANZ).

In preparing for the 2022 federal election, the AEC facilitated focus groups with the disability sector to seek opinions on accessible service offerings to support electors at polling places. Consequently, several new services were introduced for the election including, but not limited to, portable hearing loops, reader pens and a virtual Auslan service.

This year the agency introduced a Disability Contact Officer role, providing AEC employees with disability, their managers, and colleagues with a knowledgeable point of contact. This role is designed to help navigate systems and access support within the agency.

Workforce planning

In 2021–22, the AEC began developing a new workforce plan to help make informed workforce decisions in line with the agency’s strategic and operational goals.

The AEC uses business intelligence and data to support decision-making and service delivery. The AEC used evidence-based processes to successfully source, train and pay the appropriate number of capable temporary employees – at the right time – to deliver a successful election. Data and metrics were taken from:

- the operation of our staffing help desk
- HR systems
- temporary election workforce surveys.

The AEC also chairs the ECANZ Temporary Election Staff Working Group. Through this partnership, we explore opportunities for greater cooperation and harmonisation for temporary election staff employed across federal, state and local elections in Australia.

Work health and safety

The AEC takes a proactive approach to workplace health, safety and rehabilitation. We adhere to compliance obligations under the *Work Health and Safety Act 2011* (Cth) (WHS Act), the *Safety, Rehabilitation and Compensation Act 1988* (Cth) (SRC Act) and the Guidelines for Rehabilitation Authorities 2019. The AEC has the following systems to monitor, evaluate and maintain health, safety and welfare:

- a Rehabilitation Management System, meeting Comcare's Guidelines for Rehabilitation Authorities 2019 under section 41 of the SRC Act
- a work health and safety management system – AECsafety – which was further refined during the year
- the AEC risk management framework.

The AEC has established several initiatives to monitor, evaluate and maintain health, safety and wellbeing across the agency. These include engaging workplace rehabilitation providers to help injured or ill employees return to work safely and participation in the NewAccess program facilitated by Comcare. We also promote:

- the AEC's early intervention program which supports employees injured at work, and helps reduce injury-related absenteeism
- free annual influenza vaccinations for staff
- the AEC's employee assistance program
- annual participation in September, encouraging participants of all fitness and ability levels to take 10,000 steps a day
- ergonomic workstation assessments to prevent injury and to ensure pre-existing injuries are not aggravated.

COVID-19 workplace safety

In 2021–22, the AEC continued to focus on providing a safe workplace with added attention to COVID-19 and the impact on our workforce for the federal election landscape. We implemented additional resources and controls to ensure safety was prioritised for employees and voters during the federal election. These included:

- COVID-19 Working Safely Framework, providing nationally consistent COVID-19 operating principles to safeguard the health of staff in each state and territory. The framework took into consideration state and territory public health directions. It also ensured a national approach, with flexibility to respond to changes in state or territory requirements
- COVID-19 Vaccination Policy, outlining information for workers concerning the AEC's obligations under the WHS Act. This required all AEC workers to
 - have received a primary dose of any COVID-19 approved vaccination
 - comply with specific requirements under state or territory guidelines regarding booster vaccinations or
 - have an exemption approved by the AEC
- requirements to wear a mask in certain circumstances
- a dashboard of public health directions providing staff with an overview of current public health orders for their state or territory, updated daily
- COVID-19 Management Handbook, outlining the AEC's approach for managing COVID-19 during an election.

The AEC also conducted ongoing external environment reviews to ensure preventative work health and safety controls were reflected in our COVID-19 risk assessment.

Health and safety incident and claim management

In 2021–22, 1,711 health and safety incidents were reported, compared with 442 in the previous year. This increase is attributed to reporting requirements concerning COVID-19, and the writ-to-writ period for the 2022 federal election (14 April to 23 June 2022).

Among the 1,711 incidents:

- 1,113 were COVID-19 reports for the year, including the election period
- 496 were hazards/incidents reported for the writ-to-writ period.

A total of 21 incidents were reported to Comcare by the AEC as notifiable incidents, one of which resulted in a workplace inspection. Of these 21 incidents, 10 were reported during the writ-to-writ period:

- 13 were workplace COVID-19 notifications
- five were ambulance attendances that resulted in admission as an inpatient
- three were dangerous incidents.

Comcare requested additional information from the AEC about five incidents:

- two related to COVID-19 complaints
- one related to alleged bullying and harassment within the workplace
- two related to election activities including COVID-19 at outposted centres.

Injury and illness cases decreased in 2021–22 with 78 current cases, compared with 102 the year prior. At 30 June 2022 there were:

- 13 continuing cases with accepted compensation
- 15 new cases for compensation, of which
 - eight claims were accepted by Comcare
 - one claim was rejected by Comcare
 - six claims were pending a decision by Comcare (five of these claims were submitted by temporary election workforce employees engaged under the Electoral Act for the election period).

Of the claims for compensation for 2021–22 the breakdown of injury was as follows:

- six psychological
- five soft tissue
- three fractures
- one motor vehicle accident.

Table 6: Current cases for compensable and non-compensable injuries at 30 June 2022

Case management type	2017–18	2018–19	2019–20	2020–21	2021–22
Compensation	12	14	32	21	28*
Non-compensation	41	58	48	81	50
Early intervention	2	14	3	17**	24**
TOTAL	58	86	83	102	78

* Includes five compensable claims related to Commonwealth Electoral Act workers employed temporarily to support the federal election, no longer engaged with the AEC.

** Early intervention figures are included as non-compensable. Early intervention includes employees who have additional support services engaged such a rehabilitation consultants and approved funding for medical treatments.

Of the 50 current non compensation claims:

- 26 were for physical injuries
- 18 were for psychological injuries
- four were for a combination of psychological/physical injuries
- two were COVID-19 related.

In 2021–22, the AEC focused on delivering learning and development programs to prepare our permanent and temporary workforce for the 2022 federal election.

These programs are complemented by a suite of opportunities available to the workforce including the National Induction program and the annual mandatory learning program.

Developing our people

The National Training and Education Unit leads and coordinates learning and development for the AEC workforce to build:

- critical operational and leadership capabilities that underpin election readiness and delivery
- essential workplace and public sector specific knowledge and skills
- a focus on electoral integrity, compliance and quality
- a vibrant learning culture.

The AEC also encourages staff to apply for study assistance and offers support for professional memberships.

Learning and development is guided by the AEC Learning and Professional Development Strategy 2020–2025, through five priorities:

- developing a vibrant learning culture
- clarifying accountabilities and responsibilities
- ensuring a capable temporary election workforce
- establishing a learning infrastructure
- building capability.

Asset management

Asset management is essential to manage the product life cycles of AEC election materials. In the lead-up to electoral events, the AEC plans for sourcing, replenishing or replacing a wide range of materials.

To support election readiness, the AEC uses a combination of internal warehousing and procured services of a third-party logistics provider. At all sites, progressive stocktakes are undertaken throughout an election cycle and at a minimum of once a financial year.

The AEC is currently working on enhanced supply chain management as part of its modernisation program.

Physical assets

The AEC's operating assets such as office fit-outs, machinery and equipment are managed on an end-of-life or end-of-lease schedule. Office fit-outs are the largest component of this asset base. Asset management is not a core aspect of the AEC's strategic business, so service and maintenance agreements are used. The AEC uses the services of outsourced providers, who assist with ensuring value for money outcomes.

Working from home and the office during COVID-19

The AEC has supported a working from home environment through ongoing COVID-19 lockdowns. We used agile processes and the AEC's scalable ICT infrastructure to help AEC staff work from home.

Across all AEC workplaces, regular cleaning of high touch point surfaces such as door handles and lift call buttons continued throughout the year. Additional cleaning was also performed as needed throughout the pandemic, including when COVID-19 was identified in an office.

Due to COVID-19, the opportunity to undertake physical inspections of office fit-outs was limited. Offices remain fit for purpose.

Environmental performance and sustainable development

In accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* (Cth), the AEC is required to report on environmental performance and measures that minimise environmental impact.

The Energy Efficiency in Government Operations (EEGO) policy includes energy intensity targets and minimum energy performance standards. Departments and agencies are to progressively improve their energy performance and consider energy use when purchasing or leasing buildings.

Green Lease Schedule Management

As part of the EEGO policy, a Green Lease schedule is a mandatory inclusion in Government leases of more than 2,000 m². This schedule is a commitment to energy monitoring and improvement by the tenant and the landlord. The AEC has two leases with a Green Lease Schedule.

Compliance with the key elements of the schedule includes:

- attending building management committee meetings
- developing energy management plans
- undertaking the required National Australian Built Environment Rating System (NABERS) rating annually
- seeking to implement cost-effective energy efficiency programs.

Some properties in the agency's office portfolio maintain a base building rating of 4.5 stars under NABERS. The majority of the AEC's property portfolio – 97 per cent – is below the NABERS reporting threshold.

The AEC participates in the Australian Public Service Demand Reduction Initiative – an effort across government agencies to reduce energy consumption. The initiative calls for agencies in the Australian Capital Territory and New South Wales to lead by example. This includes reducing electricity demand when requested during an energy emergency such as a supply shortfall during a heatwave.

Annual energy consumption

In 2021–22, energy used across AEC business as usual premises was 9,120.92 megajoules per person, which is a 10 per cent decrease on the previous year. This reduction is a direct consequence of the AEC's reduced office hours, as staff worked from home during the response to COVID-19.

Waste management

The AEC provides ready access to segregated waste streams in the office environment. Recycling bins are located throughout all Canberra office buildings in kitchens and common areas. We provide bins for general waste, organic waste and commingled recycling.

During each federal election, we assess the amount of paper and cardboard waste generated to help develop strategies to improve the agency's waste footprint. Following the 2019 federal election we conducted a full review of cardboard products. As a result, the AEC redesigned and introduced a new fleet of plain 'raw' brown cardboard for use at a full federal election, replacing the previous 'wrapped' cardboard with AEC branding. The new cardboard products included queue

equipment, ballot paper issuing tables, voting screens, ballot boxes and recycling bins. Not only are the new products easier to recycle, they are also sturdier.

The generic plain cardboard also makes them more likely to be shared with state or territory electoral management bodies.

The AEC continues to proactively look at the life-cycle management of all products and is investigating options to reduce waste, such as the donations of materials that are unable to be retained for future use.

Fleet vehicles

The AEC has 13 vehicles in its fleet. Usage and kilometres travelled are monitored and replacement vehicles meet minimal operational requirements, such as four-wheel drives for remote locations and smaller passenger vehicles for city locations. Drivers are also encouraged to purchase ethanol-blended fuel (E10).

Purchasing

The AEC procures goods and services consistent with the:

- *Public Governance Performance and Accountability Act 2013*
- Commonwealth Procurement Rules
- Department of the Environment and Energy's Sustainable Procurement Guide.

The AEC applies these rules through its accountable authority instructions, supporting operational guidelines, and by developing procurement skills and processes to improve efficiency and value-for-money outcomes.

The AEC has centralised expertise to manage its procurement and contracting framework, including panel arrangements. Tenders are evaluated for:

- value for money
- energy and consumption demand
- unnecessary consumption
- end-of-life disposal arrangements.

Australian National Audit Office access clauses

All AEC contract templates include a standard clause to provide Auditor-General access to a contractor's premises. The AEC did not execute any contracts in 2021–22 without the Australian National Audit Office access provisions.

Small business

The AEC supports small business participation in Commonwealth Government procurement. Small and medium enterprises and small enterprise participation statistics are on the Department of Finance website at www.finance.gov.au

The AEC recognises the importance of ensuring small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on Treasury's website at www.treasury.gov.au

Publication of contracts on AusTender

Information on the value of AEC contracts and consultancies – as well as expected procurements – is available on the Austender website at www.tenders.gov.au

In 2021–22:

- 10 contracts or standing offers greater than \$10,000 (including GST) were exempt from publication on AusTender on the basis of paragraph 2.6 of the Commonwealth Procurement Rules with a total value of \$506,656
- the AEC did not administer any discretionary grant programs
- two open-tender requests were published.

Consultants

Consultants are engaged to provide specialist expertise, independent research, or to review or assess particular elements of electoral events. These decisions are made in accordance with section 35(2) of the Electoral Act, the PGPA Act and related Regulations (including the Commonwealth Procurement Rules), and relevant internal policies.

Expenditure on reportable consultancy contracts

Table 7: Reportable consultancy contracts (2021–22)

Reportable consultancy contracts 2021–22	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	20	1,465
Ongoing contracts entered into during a previous reporting period	6	1,110
TOTAL	26	2,575

Table 8: List of organisations receiving a share of consultancy contracts (2021–22)

Organisations receiving a share of reportable consultancy contract expenditure 2021–22	Expenditure \$'000 (GST inc.)
Wallis Consulting Group Pty Ltd (76 105 146 174)	495
Accenture Australia Pty Ltd (49 096 776 895)	347
Protiviti (27 108 473 909)	342
RPV Consultants (97 117 432 354)	268
SJ Kennedy Consultancy (53 764 482 998)	166
The Architecture Practice Pty Ltd (97 169 445 354)	160
Callida Consulting (40 154 007 664)	146
TOTAL	1,924

During 2021–22, 20 new reportable consultancy contracts were entered into involving total actual expenditure of \$1.465 million. In addition, six ongoing reportable consultancy contracts were active during this period, involving total actual expenditure of \$1.11 million. Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.

Expenditure on reportable non-consultancy contracts

Table 9: Reportable non-consultancy contracts (2021–22)

Reportable non-consultancy contracts 2021–22	Number	Expenditure \$'000 (GST inc.)
New contracts entered into during the reporting period	862	255,806
Ongoing contracts entered into during a previous reporting period	404	1,532
TOTAL	1266	257,338

Table 10: List of organisations receiving non-consultancy contract expenditures (2021–22)

Organisations receiving a share of reportable non-consultancy contract expenditure 2021–22	Expenditure \$'000 (GST inc.)
Fujifilm Data Management Solutions Australia (94 137 933 905)	28,525
Universal McCann (19 002 966 001)	21,482
Hays Specialist Recruitment (Australia) Pty Ltd (47 001 407 281)	20,181
Ventia Property Pty Ltd (16 618 028 676)	13,074
Dell Computer Pty Ltd (46 003 855 561)	10,918
TOTAL	94,180

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.



SECTION 06

Financial statements

2021–22 ANNUAL REPORT

Financial performance for 2021–22
including audited financial statements

Financial statements

The AEC's 2021–22 financial results were influenced by expenditure on the delivery of the 2022 federal election.

The Australian National Audit Office has issued an unmodified audit opinion for the AEC's 2021–22 financial statements.

The AEC's financial reporting consists of a financial performance summary, together with the financial statements and supporting notes. The financial performance summary is a snapshot of the AEC's deficit, surplus, balance sheet and net asset information.

The financial statements include the:

- auditor's report
- Electoral Commissioner and Chief Finance Officer statement
- various financial statements and administered schedules.

Further information on the financial performance of the AEC is provided in the notes to the Financial Statements.

Financial performance summary

The AEC's range of electoral activities is subject to external factors which can impact the timing of our expenditure. Consequently, our operating result can fluctuate significantly from year to year. Restricted by the ongoing challenge of the AEC's funding model, the AEC's 2021–22 financial results show an operating loss of \$24.5 million compared with an operating surplus of \$49.7 million in 2020–21.

The 2021–22 result was primarily influenced by increased costs related to the 2022 federal election and the timing of expenditures against the appropriations.

The statement of financial position at 30 June 2022 held net assets of \$156.5 million, largely comprising appropriation receivables, leasehold improvements and computer software. Total assets increased by \$92.5 million, mainly due to an increase in appropriation receivables associated with additional funding appropriated as published in the 2021–22 Portfolio Additional Estimates (PAES). This funding was not fully spent during the year due to the timing of payments to suppliers. Computer software was also higher than anticipated, primarily as a result of an increase in the development of computer software.

Total liabilities increased by \$79.9 million, mainly due to the timing of payment of supplier invoices, partially offset by lower than anticipated lease liabilities.

The Australian National Audit Office has issued an unmodified audit opinion for the AEC's 2021–22 financial statements. No significant issues of non-compliance in relation to finance law were reported to the Minister for Finance in 2021–22. This included any failure to comply with the duties of accountable authorities (section 15-19 of the *Public Governance, Performance and Accountability Act 2013*), significant fraudulent activity and other serious breaches (section 25-29 of the PGPA Act).

The AEC's funding model continues to present an ongoing challenge. It poses significant risk in managing the increasing complexity of federal elections and by-elections, as well as the ongoing growth in the size of the electoral roll. These issues were considered by the AEC and Department of Finance as part of the AEC's funding review completed in 2021–22. Additional departmental appropriations were received for increased costs associated with conducting the 2022 federal election, consistent with the outcomes of this review.



Independent Auditor's report



INDEPENDENT AUDITOR'S REPORT

To the Special Minister for State

Opinion

In my opinion, the financial statements of the Australian Electoral Commission (the Entity) for the year ended 30 June 2022:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2022 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2022 and for the year then ended:

- Statement by Electoral Commissioner and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to the financial statements, comprising a Summary of Significant Accounting Policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Electoral Commissioner is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Electoral Commissioner is also responsible for such internal control as the Electoral Commissioner determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Electoral Commissioner is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will

cease as a result of an administrative restructure or for any other reason. The Electoral Commissioner is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional skepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Racheal Kris
Senior Director

Delegate of the Auditor-General

Canberra
26 August 2022

Financial statements

CONTENTS

Certification

Primary financial statements

- Statement of comprehensive income
- Statement of financial position
- Statement of changes in equity
- Cash flow statement
- Administered schedule of comprehensive income
- Administered schedule of assets and liabilities
- Administered reconciliation schedule
- Administered cash flow statement

Overview

Notes to the financial statements

1. Financial performance

- 1.1 Expenses
- 1.2 Revenue

2. Departmental financial position

- 2.1 Financial assets
- 2.2 Non-financial assets
- 2.3 Other payables and provisions
- 2.4 Interest bearing liabilities

3. Funding

- 3.1 Appropriations
- 3.2 Special accounts
- 3.3 Net cash appropriation arrangements

4. People and relationships

- 4.1 Key management personnel remuneration
- 4.2 Related party disclosures

5. Managing uncertainties

- 5.1 Contingent assets and liabilities
- 5.2 Financial instruments

6. Other information

- 6.1 Current/non-current distinction for assets and liabilities

AUSTRALIAN ELECTORAL COMMISSION

STATEMENT BY ELECTORAL COMMISSIONER AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2022 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Electoral Commission will be able to pay its debts as and when they fall due.

Signed.....

Tom Rogers
Electoral Commissioner

24 August 2022

Signed.....

Sally So
Chief Financial Officer

24 August 2022

STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget ¹ \$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	224,587	75,724	178,239
Suppliers	1.1B	323,028	83,496	184,955
Depreciation and amortisation	2.2	19,121	25,405	25,252
Impairment loss on trade and other receivables		159	97	85
Finance costs	1.1C	433	1,200	768
Write down and impairment of other assets	2.2	66	1,726	-
Total expenses		567,394	187,648	389,299
Own-source income				
Own-source revenue				
Revenue from contracts with customers	1.2A	18,069	13,691	11,038
Other revenue	1.2B	99	331	-
Total own-source revenue		18,168	14,022	11,038
Gains				
Other gains		1,023	1,999	85
Total gains		1,023	1,999	85
Total own-source income		19,191	16,021	11,123
Net (cost of) services		(548,203)	(171,627)	(378,176)
Revenue from Government				
Revenue from Government	1.2C	523,664	219,481	365,560
(Deficit) / Surplus on continuing operations		(24,539)	47,854	(12,616)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		-	1,850	-
Total comprehensive (loss) / income	3.3	(24,539)	49,704	(12,616)

1. Budget reported in the 2021-22 Portfolio Budget Statements published in May 2021.

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

Budget variances commentary - Statement of comprehensive income

The original budget refers to the 2021-22 Portfolio Budget Statements. Since that time, the AEC has recognised an increase in appropriation of \$158.1 million. Government decisions reflected in the 2021-22 Portfolio Additional Estimates include the provision of increased funding and expenditure associated with two new government measures (Improving Confidence in the Electoral Process and Indigenous Engagement) and the increased cost of delivering an election in a COVID-19 environment.

STATEMENT OF FINANCIAL POSITION
as at 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget ¹ \$'000
ASSETS				
Financial assets				
Cash and cash equivalents		1,868	1,348	1,490
Trade and other receivables	2.1	199,526	144,850	107,033
Total financial assets		201,394	146,198	108,523
Non-financial assets				
Leasehold improvements ²	2.2	73,608	74,986	75,514
Plant and equipment ²	2.2	16,460	7,771	14,380
Computer software	2.2	46,433	21,900	36,133
Inventories		3,230	1,432	2,007
Prepayments		4,980	1,347	2,314
Total non-financial assets		144,711	107,436	130,348
Total assets		346,105	253,634	238,871
LIABILITIES				
Payables				
Suppliers		92,357	9,878	6,768
Other payables	2.3A	11,522	3,311	4,881
Total payables		103,879	13,189	11,649
Interest bearing liabilities				
Leases	2.4	57,653	71,214	69,843
Total interest bearing liabilities		57,653	71,214	69,843
Provisions				
Employee provisions		22,846	21,527	22,505
Provision for restoration	2.3B	5,196	3,770	3,474
Total provisions		28,042	25,297	25,979
Total liabilities		189,574	109,700	107,471
Net assets		156,531	143,934	131,400
EQUITY				
Contributed equity		137,159	100,023	162,413
(Accumulated deficit) / Retained surplus		(9,563)	14,976	(8,099)
Asset revaluation reserve		28,935	28,935	27,086
Total equity		156,531	143,934	131,400

1. Budget reported in the 2021-22 Portfolio Budget Statements published in May 2021.

2. Right-of-use (ROU) assets are included in leasehold improvements and plant and equipment.

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

Budget variances commentary - Statement of financial position

The timing of the federal election is a decision for Government. The AEC's budget assumes that all election related costs will be incurred and paid for within the financial year. Appropriations receivable and total payables are significantly higher than expected due to the timing of the 2022 federal election and receipt/payment of associated invoices.

Computer software was higher than budget due to increased development of computer software associated with the Elections System Modernisation (Indigo) program which was also reflected in the 2021-22 Portfolio Additional Estimates.

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2022

	2022 \$'000	2021 \$'000	Original Budget ¹ \$'000
CONTRIBUTED EQUITY			
Opening balance			
Balance carried forward from previous period	100,023	107,179	125,277
Transactions with owners			
Contributions by owners			
Departmental capital budget	37,136	18,100	37,136
Repealed appropriation	-	(25,256)	-
Total transactions with owners	<u>37,136</u>	<u>(7,156)</u>	<u>37,136</u>
Closing balance as at 30 June	<u>137,159</u>	<u>100,023</u>	<u>162,413</u>
RETAINED EARNINGS			
Opening balance			
Balance carried forward from previous period	14,976	(32,878)	(45,483)
Comprehensive income			
(Deficit) / Surplus for the period	<u>(24,539)</u>	<u>47,854</u>	<u>(12,616)</u>
Closing balance as at 30 June	<u>(9,563)</u>	<u>14,976</u>	<u>(58,099)</u>
ASSET REVALUATION RESERVE			
Opening balance			
Balance carried forward from previous period	28,935	27,085	27,086
Comprehensive income			
Other comprehensive income	-	1,850	-
Closing balance as at 30 June	<u>28,935</u>	<u>28,935</u>	<u>27,086</u>
Total equity as at 30 June	<u>156,531</u>	<u>143,934</u>	<u>131,400</u>

1. Budget reported in the 2021-22 Portfolio Budget Statements published in May 2021.

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

Accounting policy

Contributions by owners

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and departmental capital budgets (DCBs) are recognised directly in contributed equity in that year.

Budget variances commentary - Statement of changes in equity

The AEC maintains election readiness in order to deliver a federal election at the earliest possible time and was funded across two financial years to allow for these preparations. The federal election was not held until 21 May 2022, therefore the AEC incurred more election related expenses during 2021-22 leading to a deficit, which partially offsets the prior year surplus.

CASH FLOW STATEMENT*for the period ended 30 June 2022*

	2022 \$'000	2021 \$'000	Original Budget ¹ \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations	549,218	186,046	365,560
Rendering of services	23,076	12,928	11,038
Net GST received	21,801	7,284	-
Total cash received	594,095	206,258	376,598
Cash used			
Employees	221,185	76,526	178,239
Suppliers	273,201	86,868	184,870
Interest payments on lease liabilities	433	1,026	768
Section 74 receipts transferred to the OPA	48,618	22,151	-
Other	-	-	85
Total cash used	543,437	186,571	363,962
Net cash from operating activities	50,658	19,687	12,636
INVESTING ACTIVITIES			
Cash used			
Purchase of property, plant and equipment	49,596	17,554	37,136
Total cash used	49,596	17,554	37,136
Net cash (used by) investing activities	(49,596)	(17,554)	(37,136)
FINANCING ACTIVITIES			
Cash received			
Contributed equity - departmental capital budget	13,019	12,202	37,136
Total cash received	13,019	12,202	37,136
Cash used			
Principal payments of lease liabilities	13,561	14,477	12,636
Total cash used	13,561	14,477	12,636
Net cash (used by) / from financing activities	(542)	(2,275)	24,500
Net (decrease) in cash held	520	(142)	-
Cash and cash equivalents at the beginning of the reporting period	1,348	1,490	1,490
Cash and cash equivalents at the end of the reporting period	1,868	1,348	1,490

1. Budget reported in the 2021-22 Portfolio Budget Statements published in May 2021.

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

Budget variances commentary - Cash flow statement

Total cash received and used for operating activities were higher than anticipated in the original budget. Government decisions reflected in the 2021-22 Portfolio Additional Estimates include the provision of increased funding and expenditure associated with two new government measures (Improving Confidence in the Electoral Process and Indigenous Engagement) and the increased cost of delivering an election in a COVID-19 environment.

Higher than budget cash used by investing activities reflects expenditure related to prior year delays. Departmental capital budget received was lower than budget due to the timing of appropriation drawdowns associated with capital purchases.

ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME*for the period ended 30 June 2022*

	2022	2021	Original Budget ¹
	\$'000	\$'000	\$'000
NET COST OF SERVICES			
EXPENSES			
Election Funding	76,406	505	74,000
Nomination / non voter fine refunds	6	-	-
Total expenses	76,412	505	74,000
INCOME			
Revenue			
Non-taxation revenue			
Political party nominations and registrations	3,282	181	-
Electoral fines / penalties	15	169	2,000
Other	2	44	-
Total non-taxation revenue	3,299	394	2,000
Total revenue	3,299	394	2,000
Net contribution by services	(73,113)	(111)	(72,000)
(Deficit) / Surplus	(73,113)	(111)	(72,000)

1. Budget reported in the 2021-22 Portfolio Budget Statements published in May 2021.

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

Budget variances commentary - Schedule of comprehensive income

Administered revenue was higher than anticipated as a result of increased candidate nominations associated with the 2022 federal election.

ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES*as at 30 June 2022*

ASSETS			
Financial assets			
Cash and cash equivalents	2	-	-
Total financial assets	2	-	-
Total assets administered on behalf of Government	2	-	-
LIABILITIES			
Payables			
Suppliers	47,083	-	-
Total payables	47,083	-	-
Total liabilities administered on behalf of Government	47,083	-	-
Net (liabilities)	(47,081)	-	-

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

Budget variances commentary - Schedule of assets and liabilities

Administered liabilities were higher than expected due to the timing of the 2022 federal election. Candidates can make a funding claim where certain thresholds are met up to 6 months from polling day.

ADMINISTERED RECONCILIATION SCHEDULE

for the period ended 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget ¹ \$'000
Opening assets less liabilities as at 1 July		-	-	
Net (cost of) / contribution by services				
Income		3,299	394	
Expenses		(76,412)	(505)	
Transfers (to) / from the Australian Government:				
Appropriation transfers from Official Public Account				
Special appropriations (limited)		29,335	505	
Appropriation transfers to Official Public Account				
Transfers to Official Public Account		(3,303)	(394)	
Closing assets less liabilities as at 30 June		(47,081)	-	

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

Accounting policy

Administered cash transfers to and from the Official Public Account

Revenue collected by the 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 entity on behalf of the Government and reported as such in the administered cash flow statement and in the administered reconciliation schedule.

ADMINISTERED CASH FLOW STATEMENT

for the period ended 30 June 2022

OPERATING ACTIVITIES

Cash received

Political party nominations and registrations	3,288	181	-
Electoral fines / penalties	15	169	-
Other	2	44	2,000
Total cash received	3,305	394	2,000

Cash used

Election funding	29,329	505	74,000
Nomination refunds	6	-	-
Total cash used	29,335	505	74,000
Net cash from (used by) operating activities	(26,030)	(111)	72,000

Cash from Official Public Account

Appropriations	29,335	505	74,000
Total cash from Official Public Account	29,335	505	74,000

Cash to Official Public Account

Appropriations	(3,303)	(394)	(2,000)
Total cash to Official Public Account	(3,303)	(394)	(2,000)

Net increase / (decrease) in cash held

Cash and cash equivalents at the beginning of the reporting period	-	-	-
Cash and cash equivalents at the end of the reporting period	2	-	-

1. Budget reported in the 2021-22 Portfolio Budget Statements published in May 2021.

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

Budget variances commentary - Administered cash flow statement

Appropriations from the Official Public Account and cash used for election funding payments was lower than expected due to the timing of the 2022 federal election.

Overview

The Australian Electoral Commission (AEC) is an Australian Government controlled, not-for-profit entity, domiciled in Australia. The AEC's purpose is to maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services and targeted education and public awareness programs.

Additionally, the AEC undertakes the following administered activities on behalf of the Government:

- electoral activities including registrations of political parties, maintain extracts of the electoral roll and conduct fee for service elections;
- administer electoral fines / penalties; and
- pay election funding for political parties / candidates / senate groups to reimburse them for electoral expenditure from a special appropriation established under section 302 of the *Commonwealth Electoral Act 1918*.

The basis of preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- (a) Public Governance, Performance and Accountability (Financial Reporting) Rule 2015 (FRR); and
- (b) Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

New accounting standards

AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities (AASB 1060)

AASB 1060 applies to annual reporting periods beginning on or after 1 July 2021 and replaces the reduced disclosure requirements (RDR) framework. The application of AASB 1060 involves some reduction in disclosure compared to the RDR with no impact on the reported financial position, financial performance and cash flows of the entity.

Taxation

The AEC is exempt from all forms of taxation except fringe benefits tax (FBT) and goods and services tax (GST).

Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Events after the reporting period

There were no events after the reporting date that materially affected the financial statements.

Financial performance

1.1 Expenses

	2022 \$'000	2021 \$'000
1.1A: Employee benefits		
Wages and salaries	194,423	57,768
Superannuation:		
Defined contribution plans	16,429	5,118
Defined benefit plans	6,200	5,818
Leave and other entitlements	7,486	6,687
Separation and redundancies	49	333
Total employee benefits	224,587	75,724

Accounting policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

Other long-term employee benefits are measured as the net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the entity's superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the work of an actuary as at 30 June 2022. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Superannuation

Staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap), or other non-government superannuation funds. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes. The AEC makes employer contributions to defined benefit superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government. The AEC accounts for these amounts as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.

	2022	2021
	\$'000	\$'000
1.1B: Suppliers		
Goods and services supplied or rendered		
Contractors	124,678	38,146
Property	53,769	7,369
Mail and freight	35,918	5,713
IT services	28,708	13,076
Advertising	25,680	3,820
Furniture and venue hire	16,106	380
Inventory consumed	10,583	1,940
Office supplies	7,093	6,573
Employee related	6,753	2,577
Travel	5,393	1,579
Consultants	2,564	184
Other	4,086	1,422
Total goods and services supplied or rendered	321,331	82,779
Goods supplied	33,728	16,248
Services rendered	287,603	66,531
Total goods and services supplied or rendered	321,331	82,779
Other suppliers		
Workers' compensation expenses	1,612	665
Short-term and low value leases	85	52
Total other suppliers	1,697	717
Total suppliers	323,028	83,496

Credit terms for goods and services were within 30 days (2021: 30 days). Settlement of supplier payables is usually made within 20 days.

Accounting policy

Short-term leases and leases of low value assets

The AEC has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low value assets (less than \$10,000). The AEC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

1.1C: Finance costs

Interest on lease liabilities	433	1,026
Unwinding of discount	-	174
Total finance costs	433	1,200

The above disclosure should be read in conjunction with note 2.4.

Accounting policy

All borrowing costs are expensed as incurred.

1.2 Revenue

	2022 \$'000	2021 \$'000
1.2A: Revenue from contracts with customers		
Disaggregation of revenue from contracts with customers		
Type of customer:		
Australian Government entities (related parties)	7,131	3,083
State and Territory Governments	10,921	10,595
Non-government entities	17	13
Total revenue from contracts with customers	18,069	13,691
Timing of transfer of goods and services:		
Over time	16,589	12,506
Point in time	1,480	1,185
Total revenue from contracts with customers	18,069	13,691

Revenue from contracts with customers are for services rendered, primarily for the management and provision of the electoral roll. The AEC also supports international elections and conducts protected action ballots.

Accounting policy

The AEC classifies goods and service based agreements as within the scope of AASB 15 when all the following conditions are satisfied:

- there is an agreement that has been approved by all parties to the agreement;
- the obligations of each party under the agreement can be identified;
- a pattern of transfer of services can be identified;
- the agreement has commercial substance;
- it is highly probable that the AEC will collect the payments.

The AEC recognises goods and services revenue within the scope of AASB 15 either at a point in time when the performance obligation has been completed or over time with proportionate recognition over the period of the agreement. Consideration can be received in advance of the performance obligation being fulfilled in which case an unearned revenue liability is raised in relation to those performance obligations (refer note 2.3A).

1.2B: Other revenue

Resources received free of charge		
Remuneration of auditors	99	100
Other	-	231
Total other revenue	99	331

Accounting policy

Resources received free of charge

Resources 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 those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

1.2C: Revenue from Government

Appropriations		
Departmental appropriations - operating	3.1A 508,764	204,581
Departmental special appropriations	3.1C 14,900	14,900
Total Revenue from Government	523,664	219,481

Accounting policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the AEC gains control of the appropriation, 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.

Appropriations receivable are recognised at their nominal amounts.

Departmental financial position

2.1 Financial assets

	2022	2021
	\$'000	\$'000
2.1: Trade and other receivables		
Goods and services receivables	1,223	1,082
Appropriation receivables	188,154	140,973
Other receivables		
Statutory receivables	10,339	2,804
Comcare payments	-	22
Total other receivables	<u>10,339</u>	<u>2,826</u>
Total trade and other receivables (gross)	<u>199,716</u>	<u>144,881</u>
Less impairment loss allowance	<u>(190)</u>	<u>(31)</u>
Total trade and other receivables (net)	<u>199,526</u>	<u>144,850</u>

Accounting policy

Financial assets

Cash is recognised at its nominal amount. Cash and cash equivalents include cash at bank and on hand.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

Trade receivables and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the simplified approach which always measures the loss allowance as the amount equal to the lifetime expected credit losses.

2.2 Non-financial assets

2.2: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles

	Leasehold improvements \$'000	Plant & equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2021				
Gross book value	106,102	13,876	79,522	199,500
Accumulated depreciation, amortisation and impairment	(31,116)	(6,105)	(57,622)	(94,843)
Total as at 1 July 2021	74,986	7,771	21,900	104,657
Additions				
Purchase	12,106	11,680	25,810	49,596
Right-of-use assets	21,233	220	-	21,453
Impairments recognised in net cost of services	-	-	(66)	(66)
Depreciation and amortisation	(2,486)	(3,120)	(1,211)	(6,817)
Depreciation of right-of-use assets	(12,178)	(126)	-	(12,304)
Other movements				
Gross value - asset transfer	(46)	46	-	-
Lease modifications, terminations and remeasurements	(20,007)	(11)	-	(20,018)
Total as at 30 June 2022	73,608	16,460	46,433	136,501
Total as at 30 June 2022 represented by				
Gross book value	110,098	13,628	60,754	184,480
Work-in progress	9,139	6,338	43,777	59,254
Accumulated depreciation, amortisation and impairment	(45,629)	(3,506)	(58,098)	(107,233)
Total as at 30 June 2022	73,608	16,460	46,433	136,501
Carrying amount of right-of-use assets	56,021	126	-	56,147

No property, plant and equipment or intangibles are expected to be sold or disposed of within the next 12 months.

Revaluations of non-financial assets

All revaluations were conducted in accordance with the revaluation policy below. The last revaluation was conducted by an independent valuer as at 30 June 2021.

Fair value measurement

At 30 June 2022, leasehold improvements and property, plant and equipment assets were measured at fair value. All right-of-use lease assets and intangibles are measured at cost.

Accounting policy

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. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income 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's accounts immediately prior to the restructuring.

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).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'makegood' provisions in property leases taken up by the AEC where there exists an obligation to restore the property to its original condition. These costs are included in the value of the AEC's leasehold improvements with a corresponding provision for 'make good' recognised.

Leased right-of-use (ROU) assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of AASB 16, the AEC has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any ROU lease asset that shows indicators of impairment and an impairment loss is recognised against any ROU lease asset that is impaired. ROU lease assets continue to be measured at cost after initial recognition.

Revaluations

Following initial recognition at cost, plant and equipment (excluding ROU assets) are carried at fair value less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written off to their estimated residual values over their estimated useful lives to the AEC using the straight-line method of depreciation. Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

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

<u>Class</u>	<u>2022</u>	<u>2021</u>
Leasehold improvements	Lesser of lease term/ useful life	Lesser of lease term/ useful life
Plant and equipment	5 to 10 years	5 to 10 years
IT Equipment	3 to 5 years	3 to 5 years
ROU assets	Lesser of lease term (including extension options)	Lesser of lease term (including extension options)

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the AEC were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Intangibles

The AEC's intangibles comprise internally developed software and purchased software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the AEC's software are 1 to 10 years (2021: 1 to 10 years).

Software assets were assessed for indications of impairment as at 30 June 2022. The impairment has been reflected in the statement of comprehensive income.

Inventories

Inventories are held for distribution and are valued at cost, adjusted for any loss of service potential.

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

- (a) raw materials and stores – purchase cost on a first-in-first-out basis; and
- (b) finished goods and work-in-progress – cost of direct materials and labour plus attributable costs that can be allocated on a reasonable basis.

Inventories acquired at no cost or nominal consideration are initially measured at current replacement cost at the date of acquisition.

2.3 Other payables and provisions

	2022	2021
	\$'000	\$'000

2.3A: Other payables

Contract liabilities from contracts with customers	5,649	1,889
Salaries and wages	5,102	1,213
Superannuation	522	209
Other	249	-
Total other payables	11,522	3,311

The contract liabilities from contracts with customers relate to support for international elections.

2.3B: Provision for restoration

	\$'000
As at 1 July 2021	3,770
Additional provisions made	1,588
Amounts reversed	(19)
Unwinding of discount or change in discount rate	(143)
Total as at 30 June 2022	5,196

Accounting judgements and estimates

For property leases where the AEC has an obligation to restore the premises to their original condition, the AEC assesses the value of the provision for restoration in line with the relevant clauses of the lease, based on estimated costs per square metre provided by the Australian Government property manager. The AEC revalues the provision at the end of each financial year to reflect the present value of this obligation.

2.4 Interest bearing liabilities

2.4: Leases

Lease liabilities	57,653	71,214
Total leases	57,653	71,214

Total cash outflow for leases for the year ended 30 June 2022 was \$14.0m (2021: \$15.5m).

Maturity analysis - contractual undiscounted cash flows

Within 1 year	17,567	15,973
Between 1 to 5 years	29,259	35,700
More than 5 years	12,215	20,831
Total leases	59,041	72,504

The AEC in its capacity as lessee has office space and fleet motor vehicles leases.

The above lease disclosures should be read in conjunction with the accompanying notes 2.2, 1.1B and 1.1C.

Accounting policy

For all new contracts entered into, the AEC considers whether the contract is, or contains a lease. A lease is defined as a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the AEC's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to leases. When the lease liability is remeasured, the corresponding adjustment is reflected in the ROU asset or profit and loss depending on the nature of the reassessment or modification.

Funding

3.1 Appropriations

	2022	2021
	\$'000	\$'000

3.1A: Annual appropriations ('recoverable GST exclusive')

Ordinary annual services

Annual appropriation		
Ordinary annual services	508,764	204,581
Section 74 receipts	48,618	22,151
Departmental capital budget ¹	37,136	18,100
Total	594,518	244,832
Appropriation applied		
Operating	(533,798)	(171,287)
Departmental capital budget	(13,019)	(12,202)
Total appropriation applied	(546,817)	(183,489)
Variance ²	47,701	61,343

1. Departmental capital budgets are appropriated through Appropriation Acts (No. 1,3,5). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts.

2. The 2021-22 variance relates to the timing of payments for the 2022 federal election held in May 2022. The 2020-21 variance relates to the additional funding appropriated for new measures and the bringing forward of \$23.6m in funding to support preparation for the next federal election which was not fully spent during the year.

3.1B: Unspent annual appropriations ('recoverable GST exclusive')

Departmental

<i>Appropriation Act (No. 1) 2021-2022</i>	42,828	-
<i>Appropriation Act (No. 1) 2021-2022 - departmental capital budget</i>	37,136	-
<i>Appropriation Act (No. 3) 2021-2022</i>	97,426	-
<i>Supply Act (No. 1) 2020-2021 - departmental capital budget</i>	6,175	6,175
<i>Appropriation Act (No. 1) 2020-2021</i>	-	71,659
<i>Appropriation Act (No. 1) 2020-2021 - departmental capital budget</i>	4,589	11,925
<i>Appropriation Act (No. 3) 2020-2021</i>	-	45,531
<i>Appropriation Act (No. 1) 2019-2020 - departmental capital budget</i>	-	5,683
Cash and cash equivalents	1,868	1,348
Total departmental	190,022	142,321

3.1C: Special appropriations ('recoverable GST exclusive')

	Appropriation applied	
Authority		
<i>Commonwealth Electoral Act 1918 (Departmental)</i>	14,900	14,900
<i>Commonwealth Electoral Act 1918 (Administered)</i>	29,329	306
Total special appropriations applied	44,229	15,206

Commonwealth Electoral Act 1918 (Departmental) special appropriation is limited to \$14.9m.

Commonwealth Electoral Act 1918 (Administered) special appropriation is not limited.

No entities spent money from the Consolidated Revenue Fund on behalf of the AEC.

3.2 Special accounts

	2022 \$'000	2021 \$'000
Services for other entities and trust monies (SOETM)		
Balance brought forward from previous period	2,910	2,913
Increases	3,273	15
Available for payments	6,183	2,928
Decreases	6	18
Total balance carried to the next period	6,177	2,910
Balance represented by:		
Cash held in the Official Public Account	6,177	2,910

Appropriation: *Public Governance, Performance and Accountability Act 2013* section 78.

Establishing instrument: *Financial Management and Accountability (Establishment of SOETM Special Account - AEC) Determination 2012/04*. The special account sunsets on 1 October 2022.

Purpose: For the expenditure of monies held in trust or otherwise for the benefit of a person other than the Commonwealth, for example, political candidate deposits.

The special account balance is held in trust.

3.3 Net cash appropriation arrangements

Total comprehensive (deficit) / income - as per the statement of comprehensive income	(24,539)	49,704
Plus: depreciation / amortisation of assets funded through departmental capital appropriations ¹	6,817	8,197
Plus: depreciation right-of-use assets ²	12,304	17,208
Less: lease principal repayments ²	(13,561)	(14,477)
Net cash operating (deficit) / surplus	(18,979)	60,632

1. From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation / amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

2. The inclusion of depreciation / amortisation expenses relating to ROU assets and the lease liability principal repayment amount reflects the impact of AASB 16 *Leases*, which does not directly reflect a change in appropriation arrangements.

The AEC's ongoing annual funding model presumes a federal election is conducted solely within a financial year and does not consider the variable nature of the timing of an event e.g. the 2022 federal election was held in May 2022 where election expenses were incurred in the 2021-22 year and will continue to be incurred during the 2022-23 financial year. As a result the AEC may report an operating loss due to the timing of expenditure relating to electoral events.

People and relationships

4.1 Key management personnel remuneration

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the AEC, directly or indirectly, including any director (whether executive or otherwise) of the AEC. The AEC has determined the KMP to be the Electoral Commissioner, Deputy Electoral Commissioner and the three First Assistant Commissioners, including acting arrangements where it is determined the individual meets the definition of a KMP. KMP remuneration is reported in the table below:

	2022 \$'000	2021 \$'000
Short-term benefits	1,726	1,578
Post-employment benefits	271	247
Other long-term benefits	50	41
Total key management personnel remuneration expenses¹	2,047	1,866

The total number of KMP included in the above table is 6 (2021: 5).

1. The above KMP remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the AEC.

4.2 Related party disclosures

Related party relationships

The AEC is an Australian Government controlled entity. Related parties to the AEC are KMP, the Portfolio Minister and Executive, and other Australian Government entities.

Transactions with related parties

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Financial instruments

5.1 Contingent assets and liabilities

At 30 June 2022, the AEC had no departmental or administered quantifiable or unquantifiable contingent assets or liabilities (2021: nil).

Accounting policy

Contingent assets and contingent liabilities are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a asset or liability or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

5.2 Financial instruments

	2022	2021
	\$'000	\$'000

5.2A: Categories of financial instruments

Financial assets

Financial assets at amortised cost

Cash and cash equivalents	1,868	1,348
Trade and other receivables	1,033	1,051
Total financial assets at amortised cost	2,901	2,399

Financial liabilities

Financial liabilities measured at amortised cost

Suppliers	92,357	9,878
Total financial liabilities measured at amortised cost	92,357	9,878

5.2B: Administered - Categories of financial instruments

Financial assets

Financial assets at amortised cost

Cash and cash equivalents	2	-
Total financial assets at amortised cost	2	-

Financial Liabilities

Financial liabilities measured at amortised cost

Suppliers	47,083	-
Total financial liabilities measured at amortised cost	47,083	-

Other information

6.1 Current/non-current distinction for assets and liabilities

6.1A: Current/non-current distinction for assets and liabilities

	2022	2021
	\$'000	\$'000
Assets expected to be recovered in		
No more than 12 months		
Cash and cash equivalents	1,868	1,348
Trade and other receivables	199,526	144,850
Inventories	-	1,432
Prepayments	4,610	1,277
Total no more than 12 months	206,004	148,907
More than 12 months		
Leasehold improvements	73,608	74,986
Plant and equipment	16,460	7,771
Computer software	46,433	21,900
Inventories	3,230	-
Prepayments	370	70
Total more than 12 months	140,101	104,727
Total assets	346,105	253,634
Liabilities expected to be settled in		
No more than 12 months		
Suppliers	92,357	9,878
Other payables	11,344	3,311
Leases	17,093	15,604
Employee provisions	6,792	7,015
Provision for restoration	1,052	1,263
Total no more than 12 months	128,638	37,071
More than 12 months		
Other payables	178	-
Leases	40,560	55,610
Employee provisions	16,054	14,512
Provision for restoration	4,144	2,507
Total more than 12 months	60,936	72,629
Total liabilities	189,574	109,700

6.1B Administered - current/non-current distinction for assets and liabilities

At 30 June 2022, all administered assets and liabilities are expected to be recovered or settled within 12 months.



SECTION 07

Appendices

2021–22 ANNUAL REPORT

Additional information

Appendices

Appendix A: Resources

This appendix provides details of the AEC's resources and expenses in 2021–22, as required by the Joint Committee of Public Accounts and Audit Requirements for annual reports for departments, executive agencies and other non-corporate Commonwealth entities, 25 June 2015. The tables in this appendix correspond to tables in the Portfolio Budget Statements 2021–22 and staff statistics, namely:

- the Agency Resource Statement, which provides information about the various funding sources that the AEC was able to draw on during the year (**Table 11**)
- expenses and resources by outcome, showing the detail of Budget appropriations and total resourcing for Outcome 1 (**Table 12**)
- average staffing levels from 2019–20 to 2021–22 (**Table 13**)

Table 11: Agency resource statement summary (2021–22)

	Actual Available appropriation 2021-22 (a) \$'000	Payments made 2021-22 (b) \$'000	Balance remaining 2021-22 (a)-(b) \$'000
Departmental			
Annual appropriations - ordinary annual services ¹	736,839	546,817	190,022
Total departmental annual appropriations	736,839	546,817	190,022
Departmental special appropriations ²	14,900	14,900	-
Total special appropriations	14,900	14,900	-
Total departmental resourcing (A)	751,739	561,717	190,122
Administered			
Administered special appropriations ²	74,000	29,329	
Total administered special appropriations	74,000	29,329	
Special accounts	6,183	6	6,177
Total special accounts	6,183	6	6,177
Total administered resourcing (B)	80,183	29,335	
Total resourcing and payments for the Australian Electoral Commission (A + B)	831,922	591,052	-

¹ Appropriation Act (No. 1) 2021-2022 and Appropriation Act (No. 3) 2021-2022. This may also include prior year departmental appropriation and external revenue under Section 74 of the PGPA Act. Departmental capital budgets are not separately identified in the Appropriation Acts (No. 1, 3, 5) and form part of ordinary annual services items. For accounting purposes, this amount has been designated as a 'contribution by owner'.

² Excludes trust moneys held in Services for Other Entities and Trust Moneys (SOETM) and other special accounts.

Table 12: Expenses and resources for Outcome 1

Outcome 1: Maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs.	Budget ¹ 2021-22 (a) \$'000	Actual expenses 2021-22 (b) \$'000	Variation (a) – (b) \$'000
Program 1.1 Deliver Electoral Events			
Administered expenses			
Special appropriations	74,000	76,406	(2,406)
Special account	-	6	(6)
Administered total	74,000	76,412	(2,412)
Departmental expenses			
Departmental appropriation ²	508,764	527,443	(18,679)
s74 External revenue	11,038	18,069	(7,031)
Special appropriations	14,900	14,900	-
Expenses not requiring appropriation in the Budget year	12,701	6,982	5,719
Departmental total	547,403	567,394	(19,991)
Total for Program 1.1	621,403	643,806	(22,403)
Total expenses for Outcome 1	621,403	643,806	(22,403)
<small>1 Full-year budget, including any subsequent adjustment made to the 2021–22 Budget at Additional Estimates. 2 Departmental appropriation combines 'Ordinary annual services (Appropriation Act Nos. 1 and 3) and retained receipts under section 74 of the Public Governance, Performance and Accountability Act 2013).</small>			

Table 13: Average staffing levels 2019–20 to 2021–22

	2019–20	2020–21	2021–22
Average staffing level (number)	742	678	748

Appendix B: Governance

Accountable authority

Table 14: Details of accountable authority during current report period (2021–22)

Name	Position title/position held	Date of commencement	Date of cessation
Mr Tom Rogers	Electoral Commissioner Australian Electoral Commission	15/12/2014	n/a

Audit Committee details

Table 15: Audit Committee

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended/total number of meetings	Total annual remuneration (GST inc.)	Additional information
Jennifer (Jenny) Morison AM	<p>Jenny Morison FCA, BEc (Sydney University) has 40 years of broad professional experience across commerce and government, including as:</p> <ul style="list-style-type: none"> national chair board member of the Chartered Accountants of Australia and New Zealand for four years, chief financial officer of a public company, and holder of senior positions in major international accounting firms an independent member and chair of Commonwealth audit and risk committees, and financial statement sub committees for large and small government entities over the past two decades founder of Morison Consulting in 1996, specialising in government financial reforms, governance and consulting. <p>She was awarded a Centenary Medal in 2000 for services to women and accounting, and became a Member (AM) in the Order of Australia in 2022 for significant service to business in the field of accountancy and to professional associations.</p>	6/6	\$30,800	Independent member and Chair
Mark Ridley	<p>Mark Ridley has bachelor degrees in commerce and accounting. He is a Fellow of the Chartered Accountants Australia and New Zealand (FCA) and a graduate of the Australian Institute of Company Directors. Mark:</p> <ul style="list-style-type: none"> has served as an independent member and chair of audit and risk committees for several large and medium-sized Commonwealth agencies since 2011, and helps entities oversee ICT projects. was a senior partner of PwC Australia and held leadership roles in risk advisory, internal audit and ICT project assurance, including for large companies in manufacturing and financial services, and state and federal governments. 	6/6	\$19,800	Independent member

Member name	Qualifications, knowledge, skills or experience (include formal and informal as relevant)	Number of meetings attended/total number of meetings	Total annual remuneration (GST inc.)	Additional information
Madonna (Donna) Moody	<p>Donna Moody, Bachelor of Business (Accountancy), is a retired senior Commonwealth public servant with a background in finance, governance and change management. Donna was:</p> <ul style="list-style-type: none"> • CPA for more than 25 years • Chief Financial Officer of the Australian Taxation Office • holder of program and grant management positions in the Department of Social Services (DSS) and the Department of Health • Chief Information Officer of DSS. <p>Donna has been involved in, or been responsible for, major organisational changes.</p>	6/6	\$18,450	Independent member

Business planning documents

Table 16: Business planning documents

Document	Purpose	Reviewed
AEC Corporate Plan 2021–22	The AEC's central planning document. Sets the strategic direction for the next four years through the agency's key activities. Includes analysis of our operating context (addressing environment, capabilities, risk oversight and management and cooperation) and planned performance of the agency.	Annually
Assurance Plan	Outlines assurance framework and the operational application in the AEC context.	Annually
Business Continuity Plans	Improves resilience to enable continuation of identified time critical business processes during and following a significant disruption to business operations.	Annually and as required
Business Planning and Performance Reporting Framework	Supports staff to deliver outcomes in the AEC Corporate Plan, manage resources and finances, and supports requirements of the PGPA Act.	Annually
Business Plans	Aligns activities with business planning and reporting.	Annually
Capital Management Plan	Summary of the AEC's actual and planned property and other capital expenditure across the budget and forward years.	Annually
Disability Inclusion Strategy	Identifies relevant target outcomes from the National Disability Strategy 2010–2020.	Annually
Election Ready Road Map	Sets out and monitors the program of activity required to maintain election readiness.	Every election cycle
Fraud Control Plan	Prevents, detects and responds to fraud in accordance with Commonwealth law, fraud control policies and memorandums of understanding.	Every two years (or if significant organisational change occurs)
Information Technology Strategic Plan 2018–2022	Sets the AEC's desired information technology vision to 2022 and is supported by the IT Architecture Plan.	Every four years
Internal Audit Plan	Sets the internal audit program for the financial year.	Annually
Property Management Plan	Direction on long-term management of leased property.	Annually
Reconciliation Action Plan	Sets activities to recognise and respect Aboriginal and Torres Strait Islander peoples in internal and external arrangements and activities.	Annually
Security Plan	Strategies to protect staff, visitors, information, equipment and premises against harm, loss, interference and compromise.	Twice a year

AEC management committees

Table 17: AEC management committees

Committee	Function	Members*	Meeting frequency
Executive Leadership Team	Senior management team helping to deliver strategic leadership and operational management.	<ul style="list-style-type: none"> • EC (Chair) • DEC • FAC Enabling and Regulation • FAC Service Delivery/National Election Manager • FAC Organisational Transformation 	Weekly
Education and Engagement Committee	Provides oversight to ensure sustained improvement in voter awareness, education, engagement and experience.	<ul style="list-style-type: none"> • DEC (Chair) • AC Design and Improvement (Deputy Chair) • State Manager, NSW • Director, National Training and Education Unit • Director, Community and International Engagement • Director, Communications • Director, Operations QLD and WA 	Every six weeks
Electoral Integrity Committee	<p>The Committee is a strategic advisory and decision-making forum and reports to the Executive Leadership Team (ELT) to assist the Commissioner in setting the agency's strategic direction. The key functions of the Committee include:</p> <ul style="list-style-type: none"> • Provide governance and assurance on the AEC cyber, physical and personnel security, implementation and effectiveness. • Guiding and coordinating the agency's preparedness and engagement with the Electoral Integrity Assurance Taskforce. • Provide governance and assurance on AEC fraud control, privacy and related risks. • Oversee and mature our information and knowledge management. • Monitor and administer AEC's capability, performance, conformance and assurance of our regulatory functions covering funding and disclosure matters and the authorisation of electoral communications. 	<ul style="list-style-type: none"> • FAC Enabling and Regulation (Chair) • FAC Service Delivery (Deputy Chair) • AC Disclosure Assurance and Engagement • AC Digital Technology • CFO • Chief Legal Officer • Director, Service Operations • State Manager, Queensland • Director, Information and Knowledge Management • Director, Service Strategy and Design • Director Operations, NSW • Advisers from Cyber Security, Governance and Assurance Section 	Every second month, with more meetings as required (i.e. in run-up to and during an electoral event)

Committee	Function	Members*	Meeting frequency
Indigo Steering Committee	The Committee is a strategic decision making and assurance forum that ensures the Indigo Program is being executed within the parameters agreed to within the Business Case and as approved by government, forms governance oversight for all projects under the Indigo Program and is aligned with the broader intent of the agency.	<ul style="list-style-type: none"> • FAC Organisational Transformation (Chair) • AC Enterprise Strategy and Modernisation (Deputy Chair) • FAC Enabling and Regulation • FAC Service Delivery • AC Modernisation Delivery and Assurance • AC Digital Technology • CFO • Director, Enterprise Project Management Office <p>Advisors</p> <ul style="list-style-type: none"> • Chief People Officer • AC Delivery and Support • AC Design and Improvement • AC Electoral Integrity and Communications • State Manager, New South Wales • Two independent advisors 	Every six weeks
Investment, Change and People Strategy Committee	To drive and govern the agency's performance against the Corporate Plan 2021–22 key activity four, 'Maintain a capable and agile organisation and continue to professionalise our workforce'.	<ul style="list-style-type: none"> • FAC Organisational Transformation (Chair) • AC Enterprise Strategy and Modernisation (Deputy Chair) • FAC Enabling and Regulation • FAC Service Delivery • AC Modernisation Delivery and Assurance • AC Design and Improvement • AC Digital Technology • AC People and Property • CFO • State Manager, South Australia • Director, National Training and Education Unit • Director, Enterprise Project Management Office <p>Advisors</p> <ul style="list-style-type: none"> • Independent advisor, Australian Bureau of Statistics • Independent advisor, Bull and Bear 	Every six weeks

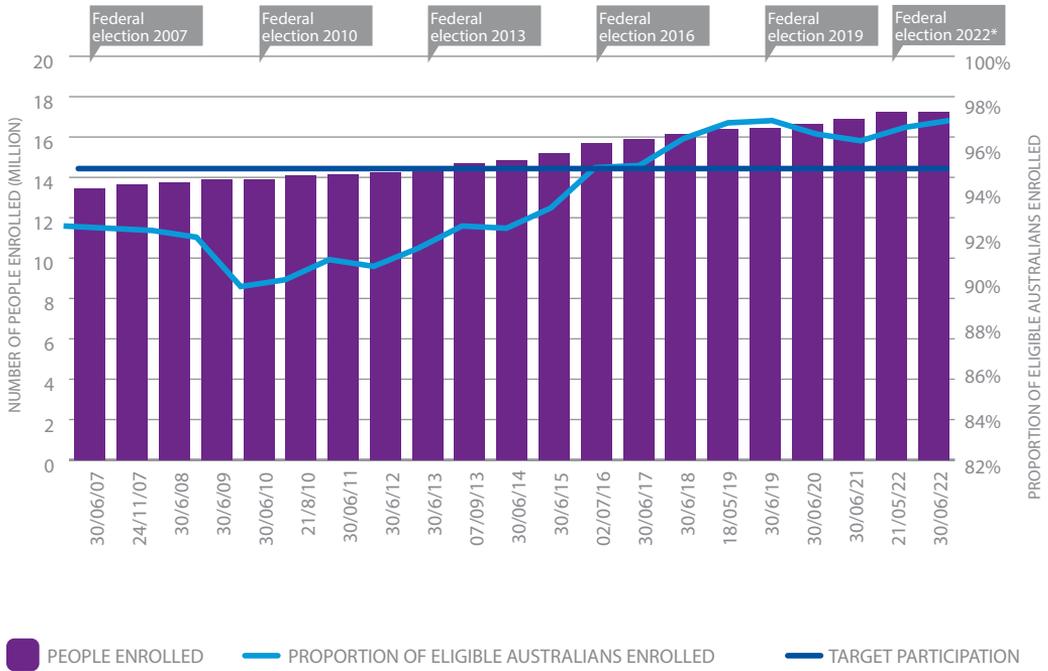
Committee	Function	Members*	Meeting frequency
National Operations and Readiness Committee (NOR)/National Election Delivery Committee (NEDC)	Supports the National Election Manager (NEM) to oversee and monitor preparations for – and successful conduct of – federal electoral events (including by-elections, plebiscites and referendums). NEM reports regularly on behalf of the NOR to the Executive Leadership Team and the Electoral Commissioner. The committee operates as the NEDC during an electoral event.	<ul style="list-style-type: none"> • FAC Service Delivery Division/ National Election Manager (Chair) • All state managers • Assistant Commissioners 	Every six weeks during preparation for an electoral event transitioning to daily during event delivery
Organisational Health, Performance and Risk Committee	Monitors performance, risk management, compliance and controls. Provides advice and recommendations to the Executive Leadership Team.	<ul style="list-style-type: none"> • DEC (Chair) • FAC Enabling and Regulation (Deputy Chair) • FAC Service Delivery • FAC Organisational Transformation • AC People and Property • AC Disclosure, Assurance and Engagement • AC Digital Technology • CFO • Director, Governance and Performance Advisory section as an adviser 	Every two months
Work Health and Safety committees	A consultative forum to address health and safety at a national and strategic level, with reference to the requirements of the <i>Work Health and Safety Act 2011</i> and the <i>Work Health and Safety Regulations 2011</i> .	<ul style="list-style-type: none"> • Chief People Officer (Chair) • Management representatives • Employee representatives • Advisers from People and Property Branch and other advisers as appropriate to the topic at hand 	Quarterly and out-of-session as required

*Key: Electoral Commissioner (EC); Deputy Electoral Commissioner (DEC); First Assistant Commissioner (FAC); Assistant Commissioner (AC); Chief Finance Officer (CFO)

Appendix C: Commonwealth Electoral Roll information

Enrolment rate and enrolled population

Figure 3: Enrolment rate trend from 30 June 2007 to 30 June 2022



Commonwealth Electoral roll extracts and recipients

Table 18: Senators and MPs provided with electoral roll extracts, 2021–22*

Name	Electorate/state	Roll data provided	Date provided
Ms Alicia Payne MP	Member for Canberra	Division of Canberra	Jul 2021 – Apr 2022
Mr Andrew Wilkie MP	Member for Clark	Division of Clark	Jul 2021 – Apr 2022
Hon Michael Sukkar MP	Member for Deakin	Division of Deakin	Jul 2021 – Apr 2022
Mr Bert van Manen MP	Member for Forde	Division of Forde	Jul 2021 – Apr 2022
Hon Tim Wilson MP	Member for Goldstein	Division of Goldstein	Nov 2021 – Apr 2022
Mr Craig Kelly MP	Member for Hughes	Division of Hughes	Jul 2021 – Apr 2022
Dr Helen Haines MP	Member for Indi	Division of Indi	Jul 2021 – Apr 2022
Hon Bob Katter MP	Member for Kennedy	Division of Kennedy	Jul 2021 – Apr 2022
Mr Jason Wood MP	Member for La Trobe	Divisions of Bruce, Casey & La Trobe**	Sep 2021 – Apr 2022
Mr Jason Falinski MP	Member for Mackellar	Division of Mackellar	Jul 2021 – Apr 2022
Ms Rebekha Sharkie MP	Member for Mayo	Division of Mayo	Jul 2021 – Apr 2022
Mr Adam Bandt MP	Member for Melbourne	Division of Melbourne	Jul 2021
Mr Adam Bandt MP	Member for Melbourne	Divisions of Melbourne & Maribyrnong**	Aug 2021 – Apr 2022
Mr Ian Goodenough MP	Member for Moore	Division of Moore	Oct 2021 – Apr 2022
Mr Steve Irons MP	Member for Swan	Division of Swan	Apr 2022
Ms Zali Steggall MP	Member for Warringah	Division of Warringah	Jul 2021 – Apr 2022
Senator Andrew Bragg	Senator for New South Wales	State of New South Wales	Jul 2021 – Apr 2022
Senator the Hon Concetta Fierravanti-Wells	Senator for New South Wales	State of New South Wales	Jul 2021 – Apr 2022
Senator Hollie Hughes	Senator for New South Wales	State of New South Wales	Jul 2021 – Apr 2022
Senator the Hon Marise Payne	Senator for New South Wales	State of New South Wales	Jul 2021 – Apr 2022
Senator the Hon Matthew Canavan	Senator for Queensland	State of Queensland	Jul 2021 – Apr 2022
Senator Pauline Hanson	Senator for Queensland	State of Queensland	Jul 2021 – Apr 2022
Senator the Hon Amanda Stoker	Senator for Queensland	State of Queensland	Jul 2021 – Apr 2022
Senator Larissa Waters	Senator for Queensland	State of Queensland	Jul 2021 – Apr 2022
Senator Sam McMahon	Senator for the Northern Territory	Northern Territory	Apr 2022
Senator Alex Antic	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022
Senator the Hon Simon Birmingham	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022
Senator Stirling Griff	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022

Name	Electorate/state	Roll data provided	Date provided
Senator Sarah Hanson-Young	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022
Senator Andrew McLachlan	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022
Senator Rex Patrick	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022
Senator the Hon Anne Ruston	Senator for South Australia	State of South Australia	Jul 2021 – Apr 2022
Senator the Hon Richard Colbeck	Senator for Tasmania	State of Tasmania	Jul 2021 – Apr 2022
Senator Jacqui Lambie	Senator for Tasmania	State of Tasmania	Jul 2021 – Apr 2022
Senator Nicholas McKim	Senator for Tasmania	State of Tasmania	Jul 2021 – Apr 2022
Senator Peter Whish-Wilson	Senator for Tasmania	State of Tasmania	Jul 2021 – Apr 2022
Senator James Paterson	Senator for Victoria	State of Victoria	Jul 2021 – Apr 2022
Senator Janet Rice	Senator for Victoria	State of Victoria	Aug 2021 – Apr 2022
Senator the Hon Linda Reynolds	Senator for Western Australia	State of Western Australia	Jul 2021 – Apr 2022
Senator Dean Smith	Senator for Western Australia	State of Western Australia	Jul 2021 – Apr 2022
Senator Jordon Steele-John	Senator for Western Australia	State of Western Australia	Jul 2021 – Apr 2022

*Between 1 July 2021 and 30 June 2022

**Provided after a redistribution in accordance with the *Commonwealth Electoral Act 1918* s 90B(1) item 15

Table 19: Registered political parties provided with electoral roll extracts, 2021–22*

Registered political party	Roll data provided	Date provided
Australian Labor Party	National	Jul 2021 – Apr 2022
Liberal Party of Australia	National	Jul 2021 – Apr 2022
Australian Greens	National	Jul 2021 – Apr 2022
Australian Federation Party	National	Jul 2021 – Apr 2022
National Party of Australia	Australian Capital Territory, New South Wales, South Australia, Victoria and Western Australia	Jul 2021 – Apr 2022
National Party of Australia – NSW	New South Wales	Jul 2021 – Apr 2022
Republican Party of Australia	New South Wales	Jul 2021 – Nov 2021
Reason Australia	New South Wales	Jul 2021 – Apr 2022
Australia First Party (NSW) Inc.	New South Wales	Jul 2021 – Jan 2022
Science Party	New South Wales	Jul 2021 – Jan 2022
The New Liberals	New South Wales	Jul 2021 – Dec 2021
Pauline Hanson’s One Nation	Queensland	Jul 2021 – Apr 2022
Queensland Greens	Queensland	Jul 2021 – Apr 2022
Centre Alliance	South Australia	Jul 2021 – Apr 2022
Child Protection Party	South Australia	Jul 2021 – Apr 2022
National Party of Australia (SA) Inc.	South Australia	Jul 2021 – Apr 2022
Australian Greens Tasmania Branch	Tasmania	Jul 2021 – Apr 2022
Jacqui Lambie Network	Tasmania	Jul 2021 – Apr 2022
Australian Christians	New South Wales, Queensland, Victoria and Western Australia	Jul 2021 – Apr 2022
Australian Citizens Party	Victoria	Jul 2021 – Apr 2022
Liberal Democratic Party	Australian Capital Territory, New South Wales, Queensland, South Australia, Victoria and Western Australia	Jul 2021 – Apr 2022
United Australia Party	Queensland	Oct 2021 – Apr 2022
Democratic Labour Party	New South Wales, Queensland, Victoria and Western Australia	Jul 2021 – Feb 2022
Derryn Hinch’s Justice Party	Victoria	Oct 2021 – Apr 2022
Health Australia Party	Victoria	Nov 2021 – Mar 2022
Victorian Socialists	Victoria	Nov 2021 – Apr 2022
National Party of Australia – Victoria	Victoria	Jul 2021 – Apr 2022
Kim for Canberra	Australian Capital Territory	Mar 2022 – Apr 2022
David Pocock	Australian Capital Territory	Apr 2022

*Between 1 July 2021 and 30 June 2022

Table 20: Government departments and agencies provided with electoral roll extracts, 2021–22*

Government departments and agencies are entitled to receive electoral roll information if they are a ‘prescribed authority’, under item 4 of subsection 90B(4) of the Electoral Act. Each department and agency must justify access through its statutory functions and the *Privacy Act 1988*.

Institution	Data provided			
	Aug 2021	Nov 2021	Feb 2022	May 2022
Australian Bureau of Statistics	Yes	Yes	Yes	Yes
Australian Criminal Intelligence Commission	Yes	Yes	Yes	Yes
Australian Federal Police	Yes	Yes	Yes	Yes
Australian Financial Security Authority	Yes	Yes	Yes	Yes
Australian Securities and Investments Commission	Yes	Yes	Yes	Yes
Australian Security Intelligence Organisation	Yes	Yes	Yes	Yes
Australian Taxation Office	Yes	Yes	Yes	Yes
Commonwealth Superannuation Commission	Yes	Yes	Yes	Yes
Department of Foreign Affairs and Trade – Australian Passport Office	Yes	Yes	Yes	Yes
Federal Court of Australia	Yes			Yes
Home Affairs	Yes	Yes	Yes	Yes
Office of the Official Secretary to the Governor-General	Yes			
Services Australia	Yes	Yes	Yes	Yes
Sport Integrity Australia	Yes			Yes

*Between 1 July 2021 and 30 June 2022

Table 21: Medical and electoral researchers provided with electoral roll extracts, 2021–22*

Contact, institution	Data provided
Medical researcher	
Associate Professor Winston Cheung, Intensive Care Unit, Concord Repatriation General Hospital	A random sample of 2,000 electors of men and women aged over 18 across all federal electoral divisions for the study ‘A survey of Australian public opinion on using comorbidity to triage intensive care patients in a pandemic’.
Professor Rachel Neale, Queensland Institute of Medical Research Berghofer	A random sample of 46,000 electors of men and women aged over 18 across all ACT, NSW, QLD and VIC federal electoral divisions for the study ‘The Sun-D trial: the effect of high SPF sunscreen application on vitamin D’.
Electoral researcher	
Adam Zammit, Director of Operations, Australian Consortium for Social and Political Research Incorporated	A random sample of 2,500 records of men and women in two-year age ranges across all federal electoral divisions for the study ‘Australian Survey of Social Attitudes: Family and Changing Gender Roles’.

Table 22: Provision of electoral roll information to organisations verifying identity for financial purposes 2021–22*

Under subsection 90B(4) of the Electoral Act, private sector organisations may receive roll information for identity verification processes related to the *Financial Transactions Reports Act 1988* and the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

Institution	Data provided			
	Aug 2021	Nov 2021	Feb 2022	May 2022
Equifax (Veda Advantage Information Services and Solutions Ltd)	Yes	Yes	Yes	Yes
Illion (Perceptive Communications Pty Ltd)	Yes	Yes	Yes	Yes

*Between 1 July 2021 and 30 June 2022

Appendix D: Electoral events data

2022 Federal election data

Results and information relating to the May 2022 federal election can be found at the AEC Tally Room: <https://results.aec.gov.au/27966/Website/HouseDefault-27966.htm>

Appendix E: Public awareness data

Advertising and market research

Qualitative research was undertaken during the year to refine the AEC's advertising campaign creative materials for the 2022 federal election. Quantitative benchmark and tracking research was conducted to evaluate the effectiveness of the campaign. The AEC also finalised preparation for the advertising and other communication activities delivered at the election. More information is available at www.aec.gov.au and in reports on Australian Government advertising prepared by the Department of Finance. Those reports are on the Department of Finance's website.

Table 23 shows payments of \$14,500 or more (GST inclusive) to advertising agencies and market research, polling, direct mail and media advertising organisations, as required under section 311A of the *Commonwealth Electoral Act 1918*. Figures reflect payments above the threshold unless otherwise specified.

Table 23: Advertising and media placement payments, \$14,500 or more

Services	Agency name	Details	Amount (GST inclusive)
Advertising creative development	BMF	Creative advertising services including production of materials for the 2022 federal election campaign	\$1,435,107.24
	Carbon Creative	Creative advertising services including production and translation of materials for Indigenous audiences for the 2022 federal election campaign	\$273,176.81
	Cultural Perspectives	Creative advertising services including production and translation of materials for culturally and linguistically diverse audiences for the 2022 federal election campaign	\$677,952.00
Market Research	Wallis	Benchmarking and tracking research services for the 2022 federal election campaign	\$473,517.00
		Administering voter survey in relation to the 2022 federal election.	\$46,183.50
	ORIMA	Developmental communication market research and concept testing for the 2022 federal election campaign	\$244,273.44
Advertising Placement	Universal McCann	Procurement related research for the 2022 temporary election workforce.	\$121,384.30
		Campaign advertising placement for the 2022 federal election.	\$19,077,738.57
		NITV media partnership for the 2022 federal election	\$94,056.59
		Non-campaign public notice advertising placement for the 2022 federal election.	\$1,106,705.29
		Non-campaign advertising placement for recruitment, industrial and commercial elections, electoral redistributions, party registrations, and changes to party names, abbreviations and logos.	\$1,186,894.25
TOTAL			\$24,736,988.99

Appendix F: Electoral redistribution data

Table 24: Summary of electoral redistributions concluded in 2021–22*

Electoral redistributions	Victoria	Western Australia
Basis for AEC's determination triggering a redistribution	On 3 July 2020, the Electoral Commissioner determined that the number of members of the House of Representatives to be chosen by Victoria at a general election had increased from 38 to 39.	On 3 July 2020, the Electoral Commissioner determined that the number of members of the House of Representatives to be chosen by Western Australia at a general election had decreased from 16 to 15.
Augmented Electoral Commission activities	Decision announced: during 2020–21	Decision announced: during 2020–21
Gazettal of determination of names and boundaries of electoral divisions	26 July 2021	2 August 2021

* There were no electoral redistributions commenced in 2021–22.

Appendix G: Financial disclosure data

Election funding payments in 2021–22

Election funding entitlements are calculated as at the 20th day after polling day, and an automatic payment is made to eligible candidates and political parties. For the 2022 federal election, the automatic payment amount was \$10,656.

To receive election funding greater than the automatic payment, the agent of the eligible political party, candidate or Senate group must lodge a claim with the AEC setting out the electoral expenditure incurred.

A total of 67 entities are expected to lodge election funding claims related to the 2022 federal election (41 Independent Candidates or their agents, 26 Parties).

At 30 June 2022, the AEC had received 14 election funding claims. Details of the amounts paid are published on the Transparency Register as claims are determined.

Total election funding paid in 2021–22 was \$28,609,093.07.

Annual financial disclosure returns 2021–22

Annual financial disclosure returns and amendments received in 2021–22 include:

- 641 annual financial disclosure returns and amendments
- 569 returns and 32 amendments for the 2020–21 financial year
- six returns and 14 amendments for the 2019–20 financial year
- three returns and 16 amendments for the 2018–19 financial year
- one amendment for the 2017–18 financial year
- 207 election returns from the 2022 federal election.

Appendix H: Workforce statistics

Table 25: All ongoing employees by location, current report period (2021–22)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
NSW	46	1	47	89	11	100	0	0	0	147
QLD	36	0	36	81	6	87	1	0	1	124
SA	13	1	14	17	2	19	0	0	0	33
TAS	6	0	6	13	3	16	0	0	0	22
VIC	52	1	53	89	5	94	0	0	0	147
WA	11	1	12	43	4	47	0	0	0	59
ACT	62	1	63	125	8	133	0	0	0	196
NT	1	0	1	2	0	2	0	0	0	3
External Territories	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0
TOTAL	227	5	232	459	39	498	1	0	1	731

Table 26: All non-ongoing employees by location, current report period (2021–22)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
NSW	12	0	12	14	1	15	0	0	0	27
QLD	6	0	6	17	0	17	0	0	0	23
SA	6	1	7	12	0	12	0	0	0	19
TAS	2	0	2	6	0	6	0	0	0	8
VIC	9	0	9	25	3	28	0	0	0	37
WA	4	0	4	15	1	16	0	0	0	20
ACT	5	1	6	14	1	15	0	0	0	21
NT	0	0	0	2	0	2	0	0	0	2
External Territories	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0
TOTAL	44	2	46	105	6	111	0	0	0	157

Table 27: All ongoing employees by location, previous report period (2020–21)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
NSW	28	3	31	58	30	88	0	0	0	119
Qld	15	4	19	51	15	66	0	0	0	85
SA	11	0	11	15	4	19	0	0	0	30
Tas	3	0	3	10	1	11	0	0	0	14
Vic	32	1	33	62	12	74	0	0	0	107
WA	4	0	4	29	7	36	0	0	0	40
ACT	112	4	116	142	20	162	0	0	0	278
NT	3	0	3	1	0	1	0	0	0	4
External Territories	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0
TOTAL	208	12	220	368	89	457	0	0	0	677

Table 28: All non-ongoing employees by location, previous report period (2020–21)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
NSW	2	1	3	5	3	8	0	0	0	11
Qld	2	0	2	5	7	12	0	0	0	14
SA	1	0	1	1	0	1	0	0	0	2
Tas	0	0	0	0	0	0	0	0	0	0
Vic	1	1	2	2	1	3	0	0	0	5
WA	0	0	0	3	3	6	0	0	0	6
ACT	13	1	14	23	3	26	0	0	0	40
NT	2	0	2	0	0	0	0	0	0	2
External Territories	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0
TOTAL	21	3	24	39	17	56	0	0	0	80

Table 29: Australian *Public Service Act 1999* ongoing employees, current report period (2021–22)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
SES 3	0	0	0	0	0	0	0	0	0	0
SES 2	2	0	2	0	0	0	0	0	0	2
SES 1	2	0	2	6	0	6	0	0	0	8
EL 2	15	0	15	33	0	33	0	0	0	48
EL 1	49	1	50	85	7	92	0	0	0	142
APS 6	71	1	72	128	7	135	0	0	0	207
APS 5	52	0	52	70	4	74	1	0	1	127
APS 4	24	1	25	57	10	67	0	0	0	92
APS 3	9	0	9	38	20	40	0	0	0	49
APS 2	3	2	5	42	9	51	0	0	0	56
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
TOTAL	227	5	232	459	39	498	1	0	1	731

Table 30: Australian *Public Service Act 1999* non-ongoing employees, current report period (2021–22)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
SES 3	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0
EL 2	2	0	2	5	0	5	0	0	0	7
EL 1	3	0	3	12	0	12	0	0	0	15
APS 6	12	0	12	20	2	22	0	0	0	34
APS 5	7	0	7	13	0	13	0	0	0	20
APS 4	5	2	7	19	3	22	0	0	0	29
APS 3	14	0	14	31	1	32	0	0	0	46
APS 2	1	0	1	5	0	5	0	0	0	6
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
TOTAL	44	2	46	105	6	111	0	0	0	157

Table 31: Australian *Public Service Act 1999* ongoing employees, previous report period (2020–21)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
SES 3	0	0	0	0	0	0	0	0	0	0
SES 2	2	0	2	1	0	1	0	0	0	3
SES 1	2	0	2	4	0	4	0	0	0	6
EL 2	15	0	15	29	1	30	0	0	0	45
EL 1	51	1	52	62	9	71	0	0	0	123
APS 6	63	2	65	128	5	133	0	0	0	198
APS 5	45	4	49	47	4	51	0	0	0	100
APS 4	16	0	16	41	13	54	0	0	0	70
APS 3	13	1	14	50	12	62	0	0	0	76
APS 2	1	4	5	6	45	51	0	0	0	56
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
TOTAL	208	12	220	368	89	457	0	0	0	677

Table 32: Australian *Public Service Act 1999* non-ongoing employees, previous report period (2020–21)

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total Male	Full-time	Part-time	Total Female	Full-time	Part-time	Total Indeterminate	
SES 3	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	2	0	2	0	0	0	2
EL 2	0	0	0	2	0	2	0	0	0	2
EL 1	4	1	5	7	0	7	0	0	0	12
APS 6	5	1	6	5	1	6	0	0	0	12
APS 5	4	0	4	7	0	7	0	0	0	11
APS 4	3	0	3	6	2	8	0	0	0	11
APS 3	1	0	1	7	0	7	0	0	0	8
APS 2	0	1	1	0	14	14	0	0	0	15
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
TOTAL	17	3	20	36	17	53	0	0	0	73

Table 33: Australian *Public Service Act 1999* employees by full-time and part-time status, current report period (2021–22)

	Ongoing			Non-ongoing			Total
	Full-time	Part-time	Total ongoing	Full-time	Part-time	Total non-ongoing	
SES 3	0	0	0	0	0	0	0
SES 2	2	0	2	0	0	0	2
SES 1	8	0	8	0	0	0	8
EL 2	48	0	48	7	0	7	55
EL 1	134	8	142	15	0	15	157
APS 6	199	8	207	32	2	34	241
APS 5	123	4	127	20	0	20	147
APS 4	81	11	92	24	5	29	121
APS 3	47	2	49	45	1	46	95
APS 2	45	11	56	6	0	6	62
APS 1	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0
TOTAL	687	44	731	149	8	157	888

Table 34: Australian *Public Service Act 1999* employees by full-time and part-time status, previous report period (2020–21)

	Ongoing			Non-ongoing			Total
	Full-time	Part-time	Total ongoing	Full-time	Part-time	Total non-ongoing	
SES 3	0	0	0	0	0	0	0
SES 2	3	0	3	0	0	0	3
SES 1	6	0	6	2	0	2	8
EL 2	44	1	45	2	0	2	47
EL 1	113	10	123	11	1	12	135
APS 6	191	7	198	10	2	12	210
APS 5	92	8	100	11	0	11	111
APS 4	57	13	70	9	2	11	81
APS 3	63	13	76	8	0	8	84
APS 2	7	49	56	0	15	15	71
APS 1	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0
TOTAL	576	101	677	53	20	73	750

Table 35: Australian *Public Service Act 1999* employment type by location, current report period (2021–22)

	Ongoing	Non-ongoing	Total
NSW	147	27	174
Qld	124	23	147
SA	33	19	52
Tas	22	8	30
Vic	147	37	184
WA	59	20	79
ACT	196	21	217
NT	3	2	5
External Territories	0	0	0
Overseas	0	0	0
TOTAL	731	157	888

Table 36: Australian *Public Service Act 1999* employment type by location, previous report period (2020–21)

	Ongoing	Non-ongoing	Total
NSW	119	10	129
Qld	85	13	98
SA	30	1	31
Tas	14	0	14
Vic	107	4	111
WA	40	5	45
ACT	278	38	316
NT	4	2	6
External Territories	0	0	0
Overseas	0	0	0
TOTAL	677	73	750

Table 37: Australian *Public Service Act 1999* Indigenous employment, current report period (2021–22)

	Total
Ongoing	16
Non-ongoing	2
TOTAL	18

Table 38: Australian *Public Service Act 1999* Indigenous employment, previous report period (2020–21)

	Total
Ongoing	15
Non-ongoing	4
TOTAL	19

Table 39: Australian *Public Service Act 1999* employment arrangements, current report period (2021–22)

	SES	Non-SES	Total
Enterprise Agreement	0	818	818
Individual Flexibility Arrangement	0	60	60
Section 24	10	0	10
TOTAL	10	878	888

Table 40: Australian *Public Service Act 1999* employment salary ranges by classification level (minimum/maximum), current report period (2021–22)

	Minimum Salary	Maximum Salary
SES 3	\$-	\$-
SES 2	\$256,893	\$283,405
SES 1	\$192,190	\$240,000
EL 2	\$125,622	\$147,502
EL 1	\$106,255	\$119,739
APS 6	\$85,083	\$95,362
APS 5	\$76,863	\$84,236
APS 4	\$68,915	\$75,519
APS 3	\$61,831	\$67,760
APS 2	\$54,284	\$60,198
APS 1	\$47,965	\$53,014
Other	\$-	\$-
Minimum/Maximum range	\$47,965	\$283,405

Note: Non-SES salary ranges are based on the rates included in the AEC's Section 24 (1) Determination Instrument (2021–23). These rates do not reflect salaries negotiated through individual flexibility arrangements or the maintenance of employee salary on commencement from previous APS agency. SES salaries are set by the Electoral Commissioner in accordance with the Senior Executive Remuneration and Review Policy.

Table 41: Statutory appointments under the *Commonwealth Electoral Act 1918* as of 30 June 2022

Position	Legislative provision for existence of role	Current occupant	Current term
Electoral Commissioner Australian Electoral Commission	Subsection 18(1) of the <i>Commonwealth Electoral Act 1918</i>	Tom Rogers	5 years from 15/12/2019
Deputy Electoral Commissioner	Subsection 19(1) of the <i>Commonwealth Electoral Act 1918</i>	Jeff Pope APM	5 years from 19/12/2021
Australian Electoral Officer NSW	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Rebecca Main	5 years from 08/07/2021
Australian Electoral Officer Vic	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Nye Coffey	5 years from 01/04/2021
Australian Electoral Officer Qld	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Stephanie Attard	5 years from 8/02/2021
Australian Electoral Officer WA	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Gina Dario	5 years from 01/04/2021
Australian Electoral Officer SA	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Cameron Stokes	5 years from 4/02/2021
Australian Electoral Officer Tas	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Hannah Brown	5 years from 12/07/2021
Australian Electoral Officer NT	Subsection 20(1) of the <i>Commonwealth Electoral Act 1918</i>	Geoff Bloom	5 years from 08/07/2021
Chairperson Australian Electoral Commission	Subsection 6(2)(a) of the <i>Commonwealth Electoral Act 1918</i>	The Hon. Justice Susan Kenny AM	5 years from 23/09/2020
Non-judicial member Australian Electoral Commission	Subsection 6(2)(c) of the <i>Commonwealth Electoral Act 1918</i>	Dr David Gruen AO	Until 10/12/2024

Table 42: Information about remuneration for key management personnel (KMP)

Name	Position Title	Base salary	Short-term benefits		Post-employment benefits	Other long-term benefits		Termination Benefits	Total remuneration
			Bonuses ¹	Other benefits and allowances		Long service leave	Other long-term benefits		
Tom Rogers	Electoral Commissioner	\$510,577	-	-	\$73,217	\$14,830	-	-	\$598,624
Jeff Pope	Deputy Electoral Commissioner	\$325,792	-	-	\$45,816	\$8,310	-	-	\$379,918
Tim Courtney	First Assistant Commissioner	\$193,198	-	-	\$52,954	\$5,520	-	-	\$251,672
Thomas Ryan	First Assistant Commissioner	\$262,629	\$3,500	-	\$48,487	\$9,954	-	-	\$324,570
Kathleen Gleeson	First Assistant Commissioner	\$269,603	\$3,500	\$100	\$29,511	\$7,365	-	-	\$310,079
Michael Lynch	First Assistant Commissioner	\$153,050	\$3,500	-	\$21,197	\$4,057	-	-	\$181,804
TOTAL		\$1,714,849	\$10,500	\$100	\$271,182	\$50,036	-	-	\$2,046,667

¹ Retention payment made to eligible personnel who met the qualifying conditions in relation to the 2022 federal election.

Table 43: Information about remuneration for Senior Executives (SES)

Remuneration band	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination Benefits	Total remuneration
		Average base salary	Average bonuses ¹	Average other benefits and allowances		Average long service leave	Average other long-term benefits		
\$0 - \$220,000	6	\$124,728	\$583	\$7	\$17,397	\$3,289	-	-	\$146,004
\$220,001-\$245,000	5	\$197,930	\$2,800	\$106	\$28,495	\$4,183	-	-	\$233,514
\$245,001-\$270,000	5	\$214,068	\$2,100	\$20	\$35,993	\$5,604	-	-	\$257,785
\$270,001-\$295,000	4	\$245,481	\$1,750	\$13	\$31,869	\$4,138	-	-	\$283,251

¹ Retention payment made to eligible personnel who met the qualifying conditions in relation to the 2022 federal election.

Table 44: Information about remuneration for other highly paid staff

Remuneration band	Number of other highly paid staff	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination Benefits	Total remuneration
		Average base salary	Average bonuses ¹	Average other benefits and allowances		Average long service leave ²	Average other long-term benefits		
\$270,001-\$295,000	1	\$236,853	\$3,500	-	\$37,830	-\$384	-	-	\$277,799

¹ Retention payment made to eligible personnel who met the qualifying conditions in relation to the 2022 federal election.

² In accordance with accounting standards, long-term benefits include long service leave and the impacts of actuarial adjustments. In some cases, this has resulted in a negative long service leave expense for some employees.

Appendix I: Electoral communications complaints

Table 45: Electoral communications complaints investigated by the AEC during the 2022 federal election

Communication type	Number investigated by AEC	No breach of the Electoral Act	Electoral Act breaches	
			Section 321D	Section 329*
Social media	192	122	70	0
Signs and print	483	382	99	2
Other communications	225	212	13	0
TOTAL	900	716	182	2

* NOTE – several warnings were sent to entities regarding the use of the AEC logo and colours however these were resolved informally, so have not been recorded as formal breaches.

Table 46: Comparison of electoral communications complaints received by the AEC during the 2019 and 2022 federal elections

Communication type	Number investigated by AEC		No breach of the Electoral Act		Electoral Act breaches			
					Section 321D		Section 329	
	2019	2022	2019	2022	2019	2022	2019	2022
Social media	109	192	81	122	25	70	3	0
Signs and print	233	483	183	382	47	99	3	2
Other communications	186	225	175	212	10	13	1	0
TOTAL	528	900	439	716	82	182	7	2



SECTION 08

Reader guides

2021–22 ANNUAL REPORT

Reader guides

Abbreviations and acronyms

Term	Description
AAS	Australian Accounting Standards
AAT	Administrative Appeals Tribunal
ABS	Australian Bureau of Statistics
ACSC	Australian Cyber Security Centre
ACT	Australian Capital Territory
AEC	Australian Electoral Commission
AEO	Australian Electoral Officer
ANAO	Australian National Audit Office
APS	Australian Public Service
APSC	Australian Public Service Commission
AHRC	Australian Human Rights Commission
ARIR	Annual Roll Integrity Review
ASL	Average Staffing Level
BRIDGE	Building Resources in Democracy, Governance and Elections
CALD	Culturally and linguistically diverse
CSOC	Cyber Security Operations Centre
DAC	Disability Advisory Committee
DFAT	Department of Foreign Affairs and Trade
DLER	Directed Level of Election Readiness
DVS	Document Verification Service
EA	Enterprise Agreement
ECANZ	Electoral Council of Australia and New Zealand

Term	Description
ECL	Electronic Certified List
EIAT	Electoral Integrity Assurance Taskforce
EL	Executive level
ELT	Executive Leadership Team
EMB	Electoral Management Body
EPLP	Election Planning and Learning Program
ERRM	Election Ready Road Map
FOI	Freedom of Information
FRR	Financial Reporting Rule
ICARE	APS values – impartial, committed to service, accountable, respectful, ethical
ICT	Information and Communications Technology
IEPP	Indigenous Electoral Participation Program
IFES	International Foundation for Electoral Systems
International IDEA	International Institute for Democracy and Electoral Assistance
IPS	Information Publication Scheme
JSCEM	Joint Standing Committee on Electoral Matters
NEDC	National Election Delivery Committee
NEEC	National Electoral Education Centre
NEM	National Election Manager

Term	Description
NOR	National Operations and Readiness Committee
NRS	National Relay Service
NTEU	National Training and Education Unit
OES	Online Enrolment Services
OPC	out-posted centre
OTM	Other Trust Monies accounts
OHPRC	Organisational Health, Performance and Risk Committee
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PIANZEA	Pacific Islands, Australia and New Zealand Electoral Administrators
PMP	Privacy Management Plan
PPE	personal protective equipment
PSPF	Protective Security Policy Framework
RAMP	Remote Area Mobile Polling
SES	Senior Executive Service
SOETM	Other Entities and Trust Monies Special accounts
STV	Secure Telephone Voting
TEW	Temporary Election Workforce
TSRA	Torres Strait Regional Authority
UNDP	United Nations Development Programme
UNEAD	United Nations Electoral Assistance Division
WHS	Work health and safety

Glossary

Term	Description
Amortisation	Reductions in the value of assets to reflect their reduced worth over time.
Ballot	A secret vote, normally written.
Ballot box	The sealed container into which a voter places a completed ballot paper.
Ballot paper	A paper that shows the questions to be put or the names of the candidates who are standing for election and on which voters mark their vote.
By-election	An election held to fill a single vacancy in the House of Representatives.
Candidate	A person standing for election to the House of Representatives or Senate.
Certified list	The official electoral roll used to mark off voters at an election.
Claims for enrolment	Application form to enrol to vote or update enrolment.
Close of rolls	The date the electoral roll closes for the federal election, which is 8.00pm local Australian time on the seventh calendar day after the writs are issued.
Compulsory voting	The requirement for Australian citizens aged 18 years and over to enrol to vote and to vote at each election.
Constitution (Australian)	The document that sets out the structure under which the Australian Government operates. It can only be amended through a referendum.
Court of Disputed Returns	A court (in Australia, the High Court) that determines disputes about elections.
Declaration vote	Any vote where, instead of the voter being marked off the certified list, the vote is sealed in an envelope which is signed by the voter and admitted to the count only after further checks are completed.

Term	Description
Declaration of nominations	Formal announcement of candidates, whose names will appear on a ballot paper in an election.
Depreciation	A method of allocating the cost of a tangible asset over its useful life.
Elector	A person whose name appears on an electoral roll.
Electoral cycle	The period from one federal election to the next, usually three years.
Electoral division	The voting area, containing approximately equal numbers of voters, for which one member is elected to the House of Representatives. Australia is divided into 151 electoral divisions.
Electoral roll	The list of people enrolled to vote in an election or referendum.
Electorate	See 'electoral division' above.
Electronic certified list	An electronic list of eligible electors which is accessed through an electronic device to allow polling officials to efficiently search the list of eligible electors and record that an elector has been issued their ballot paper/s.
Employee	Member of staff that is ongoing, non-ongoing, intermittent or irregular.
Enrolment form	Application form to enrol to vote or update enrolment.
Federal election	A general election for the House of Representatives and Senate.
Fee-for-service election	An election or ballot conducted on a full cost recovery basis.
Financial disclosure return	A document detailing information on the receipts and expenditure of participants in the political process.

Term	Description
Formality or formal vote	A vote in an election or referendum where the ballot paper has been marked correctly and is counted towards the result. A ballot paper incorrectly marked is called informal.
Franchise	The right to vote.
Funding and disclosure	Public funding of election campaigns and disclosure of certain financial details by candidates, political parties and others.
General postal voter	A voter who is registered to have postal ballot papers sent automatically.
House of Representatives	The house of Parliament in which the government is formed. Each electoral division elects one member of the House of Representatives. The House of Representatives uses a preferential voting system.
Inventory balance	The worth of held goods and materials.
Joint Standing Committee on Electoral Matters	The parliamentary committee appointed to inquire into and report on matters relating to electoral laws and practices and their administration.
Member	Any person elected to Parliament, but commonly used for the House of Representatives.
Mobile polling team	Polling officials who bring polling to nursing homes, remote locations, and other locations such as prisons and homeless shelters.
Nomination	Submission for candidacy for election to the Senate or House of Representatives.
Ordinary vote	A vote cast on or before election day where the voter is able to be marked off the certified list.

Term	Description
Out-posted centre	Temporary premises established to house key election activities such as scrutines and dispatch, and return of materials to and from polling places.
Poll	An election – a count of votes or opinions.
Polling day	The day fixed for the election.
Polling place	A location for people to vote.
Postal vote	Ballot papers and certificate posted to a voter and returned to the AEC.
Preferential voting	A system of voting where a voter shows an order of preference for candidates by numbering their choices.
Pre-poll vote	A vote cast before election day.
Protected action ballot	A workplace voting system whereby employees participate in a fair and secret ballot to determine whether industrial action should proceed in their workplace.
Provisional vote	Declaration vote cast at a polling place where the elector's name cannot be found on the roll, the name has already been marked off, or the voter has a silent enrolment.
Redistribution	A redrawing of electoral boundaries to ensure (as closely as possible) the same number of voters in each electoral division.
Referendum	A vote to change the Constitution.
Returned candidate	Candidate who is officially declared elected by a returning officer.

Term	Description
Returning officer	The person responsible for conducting an election in a particular area. A divisional returning officer is responsible for conducting the House of Representatives election in their electoral division. An Australian electoral officer is the returning officer for the Senate election in their state or territory.
Registered political party	A party registered with the AEC under Part XI of the <i>Commonwealth Electoral Act 1918</i> .
Revenue appropriations	Federal funds set aside each year for specific government programs.
Roll	The list of people enrolled to vote in an election or referendum.
Scrutineer	Someone nominated by a candidate to watch the issuing, counting or scrutiny of votes.
Scrutiny	The counting of votes is also known as the scrutiny.
Secret ballot	A vote made in secret.
Senate	The house of Parliament representing the states and territories. A total of 76 senators are elected – 12 from each state and two each from the Northern Territory and the Australian Capital Territory – under a proportional representation system.
Silent elector	A voter whose address does not appear on the electoral roll for reasons of personal safety.
Turnout	The percentage of people who voted in the election (formal and informal votes as a percentage of eligible enrolled electors).
Vote	To choose a representative, or indicate a preference, in an election.

Term	Description
Writ	A document commanding an electoral officer to hold an election, containing dates for the close of rolls, the close of nominations, the election day and the last day for return of the writ.

List of requirements – non-corporate Commonwealth entities

PGPA Rule reference	Part of report	Description	Requirement
17AD(g)	Letter of transmittal		
17AI	x	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	Aids to access		
17AJ(a)	iii-vii	Table of contents.	Mandatory
17AJ(b)	152–165	Alphabetical index.	Mandatory
17AJ(c)	140–144	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	145–150	List of requirements.	Mandatory
17AJ(e)	ii	Details of contact officer.	Mandatory
17AJ(f)	ii	Entity's website address.	Mandatory
17AJ(g)	ii	Electronic address of report.	Mandatory
17AD(a)	Review by accountable authority		
17AD(a)	2–6	A review by the accountable authority of the entity.	Mandatory
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	8	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	8–9	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	8	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	14, 134	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	14, 134	Position of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	134	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments - mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AD(c)	Report on the performance of the entity		
	<i>Annual performance statements</i>		
17AD(c)(i); 16F	17–45	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	Report on financial performance		
17AF(1)(a)	82–107	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	110	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	88–91	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.
17AD(d)	Management and accountability		
	<i>Corporate governance</i>		
17AG(2)(a)	66	Information on compliance with section 10 (fraud systems).	Mandatory
17AG(2)(b)(i)	66	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	66	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	66	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	66	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	N/A	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory
	<i>Audit committee</i>		
17AG(2A)(a)	64	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	112–113	The name of each member of the entity's audit committee.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(2A)(c)	112–113	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	112–113	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	112–113	The remuneration of each member of the entity's audit committee.	Mandatory
<i>External scrutiny</i>			
17AG(3)	66–68	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	66–67	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	68	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	N/A	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
<i>Management of human resources</i>			
17AG(4)(a)	69–74	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	69, 127–133	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory
17AG(4)(b)	69, 127–133	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: • Statistics on staffing classification level; • Statistics on full-time employees; • Statistics on part-time employees; • Statistics on gender; • Statistics on staff location; • Statistics on employees who identify as Indigenous.	Mandatory
17AG(4)(c)	133	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	133	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	133	The salary ranges available for APS employees by classification level.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(4)(c)(iii)	70–71, 135–136	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A (see page 70)	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory
<i>Assets management</i>			
17AG(5)	N/A	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
<i>Purchasing</i>			
17AG(6)	77	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory
<i>Reportable consultancy contracts</i>			
17AG(7)(a)	77–78	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory
17AG(7)(b)	78	A statement that "During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]".	Mandatory
17AG(7)(c)	77	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	78	A statement that "Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website."	Mandatory
<i>Reportable non-consultancy contracts</i>			

PGPA Rule reference	Part of report	Description	Requirement
17AG(7A)(a)	79	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	79	A statement that “Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”	Mandatory
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	78–79	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
<i>Australian National Audit Office Access Clauses</i>			
17AG(8)	N/A (see page 77)	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
<i>Exempt contracts</i>			
17AG(9)	77	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
<i>Small business</i>			
17AG(10)(a)	77	A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.”	Mandatory
17AG(10)(b)	77	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(10)(c)	N/A	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	If applicable, Mandatory
<i>Financial statements</i>			
17AD(e)	82–107	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
<i>Executive remuneration</i>			
17AD(da)	70–71, 133, 135–136	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory
17AD(f)	Other mandatory information		
17AH(1)(a)(i)	124	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	If applicable, Mandatory
17AH(1)(a)(ii)	N/A	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”	If applicable, Mandatory
17AH(1)(c)	71	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	68	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	N/A	Correction of material errors in previous annual report.	If applicable, mandatory
17AH(2)	110-111 112-117 118-123 123 125 126	Information required by other legislation.	Mandatory

SECTION 09

General index

2021–22 ANNUAL REPORT

General index

A

Aboriginal Australians, *see* Indigenous Australians
accountability and management, 64–79
accountable authority, 65, 112
 statement presenting annual performance statements, 14
accuracy of electoral roll, 18
Administrative Appeals Tribunal decisions, 68
advertising and market research, 38, 124
 Stop and Consider campaign, 24, 60
AEC for Schools website, 35, 41
AEC TV, 60
aged care facilities, 27
agency resource statement, 110
ambulance attendances, 73
Anangu Pitjantjatjara Yankunntjatjara Lands, 56–7
annual financial disclosure returns, 21, 22, 126
annual performance statements, 14–47
Annual Roll Integrity Review, 18
Antarctica, 28
Anti-Money Laundering and Counter-Terrorism Financing Act 2006, 16
assets and assets management, 75–6, 82
Attorney-General's Department, 24
Audit and Assurance section, 64
Audit Committee, 64, 112–13
audits, 64, 65, 83
augmented Electoral Commission, 125
AusTender, 77
Australia Post, 25, 54
Australian Bureau of Statistics, 28, 55, 57
Australian Capital Territory, 20
Australian Cyber Security Centre, 25, 28, 44
Australian Electoral Commission, *see* Electoral Commission
Australian Electoral Officers, 70, 134
Australian Federal Police, 24, 25, 67
Australian Human Rights Commission decisions, 68

Australian Information Commissioner decisions, 67
Australian National Audit Office (Auditor-General), 65, 68, 77, 83
Australian Privacy Commissioner decisions, 67
Australian Public Service Commission, 28, 55
Australian Public Service Demand Reduction Initiative, 76
Australian Public Service Secretaries Board, 55
Australian Signals Directorate, 24
Australian Taxation Office, 28
average staffing levels, 111

B

blind and low-vision voters, 28
Building Resources in Democracy, Governance and Elections (BRIDGE), 51
bullying and harassment, 73
Bureau of Meteorology, 53
Bury, May, 56–7
business planning, *see* plans and planning
by-elections 2020, 26, 67

C

Canada, 51
cardboard waste, 76
carers leave, 70
casual workforce, 69.70
 see also temporary election workforce
Check-up PLUS, 44
Chief Health Officers, 26, 27
Chief Operating Officer Committee, 54–5
classification of staff, 69, 129–31, 133
Comcare, 72, 73
Comcover Risk Management Benchmarking Program, 44
Command Centre, 25, 44, 53–4
Commission, *see* Electoral Commission
Commissioner, *see* Electoral Commissioner

Commonwealth Electoral Act 1918
(Electoral Act), 8

advertising and market research payments, 124
amendments, 22, 26, 28, 29, 67
consultants, engagement of, 77
electoral communications complaints, 68, 137
electoral roll data and extracts, provision of, 16
financial disclosure scheme, 21
international engagement, 50
judicial decisions, 66, 67
political party registration, 21, 22
redistributions, 18
staff engaged under; see temporary election workforce)
statutory appointments under, 134
Commonwealth Electoral Roll, see electoral roll
Commonwealth Ombudsman investigations, 68
community engagement, 35–9, 57–8
community languages, 37
compensation claims, 73–4
complaints, 47, 67–8
 COVID-19-related, 73
 electoral communications, 68, 137
compliance reviews of disclosure returns, 21, 22
Construction, Forestry, Maritime, Mining and Energy Union, 67
consultants, 77–8
contracts, see purchasing
corflutes, 66
corporate governance, 44, 64–6, 112–17
corporate plan and planning cycle, 44, 66
 performance criteria, 12–13
count (election results), 29, 32, 123
count centres, 26
Court of Disputed Returns, 30
COVID-19, 25, 26, 46, 55
 electoral education activities, 40, 41
 industrial elections and ballots, 33
 international engagement, 50, 51
 voter services, 27, 28, 52–3
 work health and safety, 26, 72, 73, 74, 75
 working from home arrangements, 75, 76

culturally and linguistically diverse (CALD) background, electors from, 37

customer scrutiny, 68
cyber security, 25, 51

D

dangerous incidents, 73
dashboards, 44, 72
Deakin University, 28
Defending Democracy Unit, 59, 60
Democratic Labor Party, 67
Department of Defence, 28
Department of Education, Skills and Employment, 28, 55
Department of Finance, 24, 28, 83
Department of Foreign Affairs and Trade, 50
Department of Health, 26
Department of Home Affairs, 16, 24, 28
Department of Infrastructure, Transport, Regional Development, Communication and the Arts, 24
Department of Social Services, 28
Department of the Prime Minister and Cabinet, 24, 28, 52
Deputy Electoral Commissioner, 8, 51–2, 70, 134, 135
Digital Technology Branch, 27
 see also information technology
Directed Level of Election Readiness (DLER), 13, 30
disability, people with, 36, 51
 blind and low-vision voters, 28
 reporting mechanisms, 71
Disability Action Plan 2020–2023, 36
Disability Advisory Committee, 36.71
Disability Contact Officer role, 70
disinformation, 24–5, 51, 59–60
divisions, see electoral divisions
Document Verification Service, 16

E

E10 fuel, 76
early intervention program, 72, 74
early voting centres, see pre-poll centres
Eden-Monaro by-election 2020, 26, 67

- Education and Engagement Committee, 65, 115
- education and training activities, 50, 51
 - for students and teachers, 35, 39–41
 - see also staff learning and development
- election candidates, financial disclosure by, 21, 47, 66, 126
- election readiness and Election Readiness Framework, 13, 23, 30
 - asset management, 75
 - lessons management, 32
- Election Ready Road Map, 13
- election writs, see writs
- elections 2019, 17, 24, 29
 - judicial decisions, 66
- elections 2022, 23–32, 43, 44, 51, 52–60, 83
 - count (results), 29, 32, 123
 - COVID-affected Australians, 26, 28, 52–3
 - electoral communications complaints, 137
 - enrolments, 16, 17, 31
 - formality rate, 17
 - funding and disclosure returns, publication of, 22
 - public awareness campaigns, 24–5, 34, 35–6, 37, 38
 - turnout rate, 17
 - see also temporary election workforce; writ-to-writ period
- Elections System Modernisation (Indigo) program, 45, 116
- Electoral Act, see *Commonwealth Electoral Act 1918*
- Electoral and Referendum Regulation 2016*, 16
- electoral and regulatory processes, 15–22
- Electoral Commission, 24
 - members, 8, 50, 70, 134
 - political party registration decisions reviewed, 21
- Electoral Commissioner, 8, 59
 - accountable authority, 65, 112; statement presenting annual performance statements, 14
 - appointment, 134
 - international engagement, 51
 - legislation altering reach and responsibilities, 26
 - remuneration, 70, 135
 - review of year, 2–6
 - staffing powers, 70
- electoral communications complaints, 68, 137
- Electoral Council of Australia and New Zealand (ECANZ), 36, 51–2, 71
- electoral cycle, 13
- Electoral Disinformation Register, 60
- electoral divisions (electorates), 18–20
 - full distribution of preferences required, 29
 - redistributions, 18–19, 125
- electoral education, 35, 39–41
- electoral events, 23–33, 50
 - by-elections 2020, 26, 67
 - judicial decisions, 66–7
 - May 2019 federal elections, 17, 24, 29
 - see also elections 2022
- electoral integrity, 15–22, 59–60, 66
 - industrial election and ballots, 33
 - reputation management, 24–6
 - telephone voting, 52
- Electoral Integrity and Communications Branch, 59
- Electoral Integrity Assurance Taskforce (EIAT), 24, 44, 59, 60
- Electoral Integrity Committee, 65, 66, 115
- Electoral Legislation Amendment (Annual Disclosure Equality) Act 2021*, 22
- Electoral Legislation Amendment (Contingency Measures) Act 2021*, 26
- Electoral Legislation Amendment (COVID Enfranchisement) Act 2022*, 26
- Electoral Legislation Amendment (Electoral Offences and Preventing Multiple Voting) Act 2021*, 67
- Electoral Pocketbook, 43
- electoral redistributions, 18–19, 125
- electoral researchers, 122
- electoral rolls and enrolments, 15–18, 45, 52, 83, 118–23
 - Indigenous Australians, 16, 58
 - online enrolments, 15, 16, 31
 - people experiencing homelessness, 37
 - youth, 38

electronic certified lists, 28–9
emails, 31, 67
Emergency Management Australia, 55
employee assistance program, 72
employees, *see* staff
energy efficiency, 75–6
Enrolment Digitisation Program, 15
Enterprise Agreement, 64, 70, 133
environmental performance and sustainable development, 75–6
ethanol, 76
ethical standards, 64
Executive Leadership Team, 8, 59, 64, 65, 115
external audit, 65
external scrutiny, 66–8

F

Fair Work Act 2009, 33
Fair Work (Registered Organisations) Act 2009, 33
Fan, Cheng, 67
Federal Court, 33, 66–7
Federal Direct Enrolment Update program, 15, 31
federal elections, *see* elections
feedback, 47, 54, 61
 NEEC visitors, 40
females, *see* women
Fiji, 50, 51
finance, 82–107, 110–11
 remuneration and salaries, 70–1, 133, 135–6
 see also purchasing
financial disclosure, 21, 22, 47, 66, 126
Financial Transactions Reports Act 1988, 16
First Assistant Commissioners, 8, 53, 135
First Nations Australians, *see* Indigenous Australians
fleet vehicles, 76
floods, 26, 53–4
flu vaccinations, 72
foreign influence/interference, 5, 24
Four Countries Conference, 51
franchise, 17
 see also voter services

fraud control, 66
freedom of information, 67, 68
full-time staff, 127–31
functions and role, 8
funding and disclosure scheme, 21, 22, 47, 66, 126
Futter, Barry, 66

G

gender of staff, 127–30
governance, 44, 64–6, 112–17
government agencies provided with roll data or extracts, 16, 122
Green Lease schedule, 75–6
Groom by-election 2020, 26

H

harassment and bullying, 73
Hawke, 18
health and safety, *see* work health and safety
home, working from, 75, 76
homelessness, people experiencing, 37
hospitals, 27, 73
House of Representatives, 40
 electoral divisions, 18–20; redistributions, 18–19, 125
 roll data and extracts provided to members, 119
House of Representatives elections
 count, 29
 formality rate, 17
 turnout rate, 17
human resources, *see* staff
Human Rights Commission decisions, 68

I

in-language resources, 37, 58
Incident Management Team, 25
incidents involving health and safety, 73
Indigenous Australians, 35–6, 39, 56–8
 enrolment, 16, 57
 staff identifying as, 133; temporary election workforce, 54, 56–7
 youth, 37

- Indigenous Electoral Participation Program (IEPP), 35–6, 37
- National Action Plan 2021–22, 39
- Indigenous Electoral Participation Working Group, 36
- Indigenous languages, 58
- Indigo, 45
- Indigo Steering Committee, 116
- individual flexibility arrangements, 70, 133
- industrial elections and ballots, 33, 67
- influenza vaccinations, 72
- information management, 44
- Information Publication Scheme, 68
- information technology, 26–7
- Elections System Modernisation (Indigo) program, 45, 116
- security, 25, 51
 - software, 65, 82
 - work health and safety management system, 72
 - working from home support, 75
 - see also websites and online services
- information technology skills, availability of, 45
- injury and illness claims, 73–4
- integrity of electoral and regulatory processes, see electoral integrity
- Inter-jurisdictional Working Group on Electoral Integrity and Security, 52
- internal audit, 64
- international engagement, 50–2
- Investment, Change and People Strategy Committee, 65, 116
- J**
- judicial decisions, 33, 66–7
- Julalikari Council Aboriginal Corporation, 58
- K**
- Kelly, Craig, 66
- key activities, 12–13, 15–45
- L**
- labour hire engagements, 70
- Laming, Andrew, 66
- laptops, 27
- learning and development, see education and training activities; staff learning and development
- Learning and Professional Development Strategy 2020–2025, 74
- leases, 75–6
- legal decisions, 33, 66–7
- legislation, 5, 8, 23
- elector privacy, 44
 - electoral roll data and extracts, 16
 - employment terms and conditions under, 70
 - environmental performance and sustainable development report, 75–6
 - freedom of information, 68
 - industrial elections and ballots, 33
 - purchasing obligations, 77
 - work health and safety obligations, 72
 - see also *Commonwealth Electoral Act 1918*; Public Governance, *Performance and Accountability Act 2013*
- Lessons Management Framework, 32
- liabilities, 83
- Liberal Democratic Party, 67
- location, employees by, 127–8, 132
- London, 28
- M**
- male staff, 127–30
- management and accountability, 64–79
- management committees, 115–17
- market research, 38, 124
- mask wearing, 72
- materials management, 26
- Media and Digital Engagement Section, 59, 60
- media briefings, 59
- medical researchers, 122
- Menon, Arturo, 67
- mentoring program, 51
- misinformation, 24–5, 51, 59–60
- mobile polling, 27, 37, 54
- remote area polling (RAMP) teams, 55–7
- modernisation program, 45, 75
- motor vehicles, 76
- multi-voting, 67
- Museum of Australian Democracy, 39

N

Nand, Mukesh, 50
National Australian Built Environment Rating System (NABERS), 76
National Election Delivery Committee, 25, 30, 117
National Election Manager, 25, 53, 117
National Electoral Education Centre (NEEC), 39–41
National Operations and Readiness Committee, 30, 65, 117
National Property Team, 26
National Situation Room, 25
National Training and Education Unit, 35, 74
New South Wales, 20, 53–4
 Eden-Monaro by-election 2020, 26, 67
New South Wales District Court, 67
New Zealand, 51–2
Ngaanyatjarra Pitjantatjara Yankunytjatjara Women's Council, 57–8
non-compliance in relation to finance law, 83
non-English speaking backgrounds, electors from, 37
non-ongoing employees, 69, 70, 127–32
non-salary benefits, 70
Northern Territory, 20, 58
notifiable incidents, 73

O

Observations Register, 32
office accommodation, 75–6
Office of National Intelligence, 24
Old Parliament House, 39
Ombudsman investigations, 68
ongoing employees, 69, 70, 127–32
online services, *see* websites and online services
operating environment, 2
 IT skills, 46
 weather events, 26, 53–4
 see also COVID-19
operating result, 82–3
Organisational Health, Performance and Risk Committee, 65, 117
organisational structure, 8–9
out-posted centres, 26, 73

outcome and program, 8, 13, 111
overseas voters, 28

P

Pacific Island Countries, 50–1
Pacific Islands, Australia and New Zealand Electoral Administrators (PIANZEA) Network, 51
pandemic, *see* COVID-19
paper waste, 76
Papua New Guinea, 50
parliamentarians, roll data and extracts provided to, 16, 119–20
parliamentary committee engagement, 68
part-time staff, 127–31
People and Property Branch, 55
performance cycles, 13
 see also election readiness
performance management and performance pay, 70–1
performance report, 12–47
personal information, *see* privacy
personal (carers) leave, 70
plans and planning, 44, 66, 114
 business continuity, 65
 disability action, 36
 fraud control, 66
 Indigenous electoral participation, 39
 workforce, 71
 see also election readiness
podcasts, 37
political parties
 financial disclosure, 21, 22, 47, 126
 registration, 21, 22; AAT decisions, 67
 roll data and extracts provided to, 16, 121
polling locations, 31, 55
 accessibility, 36
 cardboard waste, 76
 with Indigenous polling assistants, 57
 mobile polling, 27
polling place, voter experience at, 28
Portfolio Additional Estimates, 82
Portfolio Budget Statements, 12–13, 110

postal voting, 27, 29, 44
 overseas voters, 28
 pre-poll (early voting) centres, 29, 36
 corflutes displayed at, 66
 preferences, distribution of, 29
 prison, people in, 27, 37
 privacy, 16, 44
 Australian Privacy Commissioner decisions, 67
 Privacy Management Plan, 44
 private sector organisations entitled to receive roll information, 16, 123
 procurement, *see* purchasing
 program and outcome, 8, 13, 111
 promotions of staff, 70
 prosecutions, 47, 66–7
 protective security, 44
 information technology, 25, 51
see also COVID-19
 Protective Security Policy Framework, 44
 psychological injuries, 73, 74
 public awareness activities, 24–5, 34–41, 57–60, 124
Public Governance, Performance and Accountability Act 2013 (PGPA Act), 8, 64, 66, 77
 non-compliance in relation to finance law, 83
 performance cycle, 13
 statement by Electoral Commissioner, 14
Public Governance, Performance and Accountability Rule 2014, 66
Public Service Act 1999, 70
 section 24 employment arrangements, 70, 71, 133
 purchasing, 77–9
 advertising and market research, 124
 IT, 45
 purpose, 8
 performance criteria, 12–13

Q

Queensland, 20, 53, 55
 Groom by-election 2020, 26
 questions on notice responses, 68

R

radio, 37, 50
 recruitment, 70
see also temporary election workforce
 recycling, 76
 redistributions, 18–19, 125
Referendum (Machinery Provisions) Act 1984, 8
 referendums, 68
 Register of Political Parties, 21, 22
 regulatory function, 22, 46–7
 rehabilitation management, 72
 remote area polling (RAMP) teams, 27, 55–7
 remuneration and salaries, 70–1, 133, 135–6
 reputation management, 24–6, 59–60
 resources, 110–11
see also finance; staff
 right to vote (franchise), 17
see also voter services
 risk management, 44, 47, 65
 cyber security, 25
 role and functions, 8

S

safety, *see* work health and safety
 salaries and remuneration, 70–1, 133, 135–6
 Saneem, Mohamed, 50
 satisfaction of NEEC visitors, 40
 school electoral education programs, 35, 39–41
 section 24 employment arrangements, 133
 security, *see* protective security
 Security Telephone Voting (STV) services, 52
 Senate elections
 formality rate, 17
 turnout rate, 17
 Senators, roll data and extracts provided to, 119–20
 senior executive service (SES) employees, 50, 129–31, 133, 136
 service charter, 68
 Services Australia, 28, 52, 55
 small business support, 77
 SMS, 31, 50
 social media, 58, 59–60, 137

Social Media Operations Group, 60
software, 65, 82
South Australia, 20, 55, 56–7
staff, 42–5, 69–74, 127–36
 average staffing levels, 111
 working from home, 75, 76
 see also temporary election workforce
staff learning and development, 27, 43, 74
 cyber security awareness, 25
 fraud awareness, 66
 risk management, 44
stakeholder engagement, 34–41, 57–8
statutory office holders and appointments, 69, 70, 134
Stirling, 18
Stop and Consider campaign, 24, 60
Strategic Election Priorities Branch, 54
submissions to parliamentary committees, 68
sustainable development, 75–6

T

Targeted Engagement Framework, 39
Tasmania, 20
teachers, 40
 professional learning participants, 41
telephone voting, 26, 28, 52–3
television, 37, 54
temporary election workforce (TEW), 26, 45, 54–8, 71
 compensation claims, 73
 with disability, 36
 Indigenous, 54, 56–7
 from non-English speaking backgrounds, 37
 terms and conditions of employment, 70
 training, 43
tenders, *see* purchasing
Tennant Creek, 58
timeliness
 count (election results), 29, 32
 disclosure returns, 22
 election writs, 30
Toll, 54

Tonga, 50
Torres Strait Islanders, *see* Indigenous Australians
training, *see* education and training activities
translated materials, 37
tribunal decisions, 67

U

United Kingdom, 28, 51

V

vaccinations, 72
vehicles, 76
venue management, 26
Victoria, 20
 redistribution, 18, 19, 125
videos, 58, 60
vision, 8
vision impairment, voters with, 28
visitors to National Electoral Education Centre, 39, 40
voter experience, 28
voter services, 27–9, 31–2, 45
 COVID-affected Australians, 26, 28, 52–3
 electors from culturally and linguistically diverse backgrounds, 37
 Indigenous Australians, 35–6
 people experiencing homelessness, 37
 people with disability, 28, 36
 see also mobile polling; polling locations

W

waste management, 76
weather events, 26, 53–4
Weaver, Mark, 56–7
websites and online services
 AusTender, 77
 election results, 32
 electoral education, 35, 40, 41
 electronic certified lists, 28–9
 enrolment, 15, 16, 31
 financial disclosure returns completed, 21
 language hub, 37
 polling place accessibility information, 36

- Western Australia, 20, 55
 - redistribution, 18, 19, 125
- Wharton, Wayne, 66
- women, 51, 57–8
 - staff, 127–30
- work health and safety, 36, 72–4, 75
- Work Health and Safety Committees, 117
- workforce, *see* staff
- workforce planning, 71
- working from home arrangements, 75, 76
- workstation assessments, 72
- writ-to-writ period, 30, 39
 - electoral communications complaints, 68
 - hazards/incidents reported, 73
 - industrial elections and ballots delivered, 33
- writ-to-writ planning workshop, Fiji, 50
- writs, 30, 31

Y

- Yarrabah, 58
- Your official guide to the 2022 federal election*, 25
- youth, 37, 51
 - enrolment rate, 38
 - school electoral education programs, 35, 39–41
- YouTube, 24

