

s 47F

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**From:** Anita Ratcliffe  
**Sent:** Friday, 14 November 2025 12:10 PM  
**To:** s 47F  
**Cc:** s 47F  
**Subject:** RE: Multiple PATs query [SEC=OFFICIAL]

Hi s 47F

I had a meeting with Michael earlier and we discussed the below issues.

Can we please proceed with:

- Bookable period between 11am and 2pm, maximum one hour per booking;
- We require a contact phone and email address so we can advise should there ever be any issues accessing the office or with the terminal itself;
- Should the person having made the reservation not arrive within 15 minutes of their booked time, this voids their booking and the PAT becomes available for walk-ins again (eg. If booked at 11am and person hasn't arrived by 11:15, PAT is available for walk-ins).

Given the feedback received this week, Michael has requested the first of the weekly updates on Monday. Can you please have a draft to me by midday on Monday? I would anticipate this contains items such as:

- Notice of the reduced availability commencing on Monday this week and the parameters proposed (ie bookable slots)
- Signage, comms around that
- Feedback received to date
- Adjustments made (as per above)

Happy to discuss if any queries.

Many thanks

Regards

Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia

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**From:** S 47F [REDACTED]@aec.gov.au>  
**Sent:** Thursday, 13 November 2025 11:51 AM  
**To:** Anita Ratcliffe S 47F [REDACTED]@aec.gov.au>  
**Cc:** S 47F [REDACTED]@aec.gov.au>  
**Subject:** RE: Multiple PATs query [SEC=OFFICIAL]

Hi Anita,

S 47C

Kind Regards,

S 47F [REDACTED] | **Assistant Director State Office**  
Northern Territory/Western Australia State Office  
Australian Electoral Commission  
S 47F [REDACTED]

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**From:** Anita Ratcliffe [REDACTED] <[REDACTED]@aec.gov.au>  
**Sent:** Thursday, 13 November 2025 9:57 AM  
**To:** [REDACTED] <[REDACTED]@aec.gov.au>  
**Cc:** [REDACTED] <[REDACTED]@aec.gov.au>  
**Subject:** RE: Multiple PATs query [SEC=OFFICIAL]

Thanks [REDACTED]

s 47C

Regards

**Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia**  
State Executive | NT / WA State Office and Outposts  
Australian Electoral Commission

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**From:** [REDACTED] <[REDACTED]@aec.gov.au>  
**Sent:** Thursday, 13 November 2025 9:50 AM  
**To:** Anita Ratcliffe [REDACTED] <[REDACTED]@aec.gov.au>  
**Cc:** [REDACTED] <[REDACTED]@aec.gov.au>  
**Subject:** RE: Multiple PATs query [SEC=OFFICIAL]

Good Morning Anita,

# ss 47C and 47E(d)

Kind Regards,

s 47F [REDACTED] | **Assistant Director State Office**  
Northern Territory/Western Australia State Office  
Australian Electoral Commission  
s 47F [REDACTED]

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From: s 47F [REDACTED]  
Sent: Tuesday, 4 November 2025 11:46 AM

To: s 47F [REDACTED]@aec.gov.au>  
Subject: RE: Multiple PATs query [SEC=OFFICIAL]

Hi s 47F [REDACTED]

No problems.

Kind Regards,

s 47F [REDACTED] | Assistant Director State Office  
Northern Territory/Western Australia State Office  
Australian Electoral Commission  
s 47F [REDACTED]

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From: s 47F [REDACTED]@aec.gov.au>  
Sent: Tuesday, 4 November 2025 11:42 AM  
To: s 47F [REDACTED]@aec.gov.au>  
Subject: FW: Multiple PATs query [SEC=OFFICIAL]

Hi s 47F [REDACTED],

Please see below updates to our PATs, can I leave this with State Office to implement?  
Keen to get a run through of a booking process.

Many thanks,

s 47F [REDACTED]

s 47F [REDACTED] Director Operations  
NT/WA State Executive Team  
Australian Electoral Commission  
s 47F [REDACTED]

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**From:** Anita Ratcliffe S 47F [redacted] <[S 47F \[redacted\]@aec.gov.au](mailto:S 47F [redacted]@aec.gov.au)>

**Sent:** Tuesday, 4 November 2025 11:31 AM

**To:** Michael Lynch S 47F [redacted] <[S 47F \[redacted\]@aec.gov.au](mailto:S 47F [redacted]@aec.gov.au)>

**Cc:** S 47F [redacted]

**Subject:** RE: Multiple PATs query [SEC=OFFICIAL]

Hi Michael

My thoughts below on the approach.

#### **What we'll do**

- A 6 week trial for Perth Central office only, removing two PAT terminals, leaving one available.
- The trial period will be Monday 24 November until Friday 19 December.
- There will be a two week notice period preceding the trial, commencing Monday 10 November until Friday 21 November.
- At the trial's conclusion, I will write to you again, outlining:
  - Lessons learned
  - 'Queuing' issues (see below)
  - Any complaints/commentary from members of the public
  - Perceived success/failure of the trial
- I will await a reply from you before reinstating the terminals, or continuing with the reduced number.

#### **How we'll implement the change**

##### Notice Period

- A4 notices displayed near PATs from Monday 10 November, advising that only one terminal will be available from Monday 24 November (a two week notice period).

- Notice will advise that 'Bookings of up to one hour can be made by calling the Perth office, emailing xxx or speaking to Reception staff', with bookings recorded via an Outlook calendar in minimum 15 minute blocks. This will assist our regular users to plan in advance.

#### Commencement of Trial

- Two PAT terminals and their desks will be removed from Perth Central office reception the afternoon of Friday 21 November. The remaining PAT workstation will have a non-adjustable, non-ergonomic chair and a sit/stand desk as per what is currently in place (Please note that sit/stand desks are a finite resource in the office, so my preference would be that a fixed height desk is used instead for the long-term – I will formally recommend this to you when I email post-trial).
- Regular users continue to be able to make bookings to a maximum duration of one hour per day.
- Any one time users that walk in when a PAT is in use will be advised of the wait time. They can wait either at AEC reception or in the building foyer. Alternatively they can book a time to return. Any 'queues' like this will be logged in the Outlook calendar.

#### Next steps

Please let me know your feedback on the above approach.

When you are comfortable I'll then proceed to implement.

I will keep you informed with any emerging issues as we move through the trial.

#### Regards

**Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia**  
State Executive | NT / WA State Office and Outposts  
Australian Electoral Commission

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**From:** Michael Lynch s 47F [@aec.gov.au](mailto:s47F@aec.gov.au)>  
**Sent:** Tuesday, 4 November 2025 10:52 AM  
**To:** Anita Ratcliffe s 47F [@aec.gov.au](mailto:s47F@aec.gov.au)>  
**Cc:** s 47F  
**Subject:** FW: Multiple PATs query [SEC=OFFICIAL]

Hi Anita

s 47C

Regards

**Michael Lynch | First Assistant Commissioner**  
Electoral Integrity and Operations Group  
Chief Security Officer  
Australian Electoral Commission  
**M:** s 47F  
**EO:** s 47F  
**EA:** s 47F

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**From:** Kath Gleeson s 47F [@aec.gov.au](mailto:s47F@aec.gov.au)>  
**Sent:** Monday, 3 November 2025 5:21 PM  
**To:** Michael Lynch s 47F [@aec.gov.au](mailto:s47F@aec.gov.au)>  
**Subject:** RE: Multiple PATs query [SEC=OFFICIAL]

Agree. Let's do a test, and have Anita capture how it goes.



Kath Gleeson | A/g Deputy Electoral Commissioner & National Election Manager  
Executive Leadership Team  
Australian Electoral Commission  
s 47F

EAs 47F  
EOs 47F  
s 47F

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**From:** Michael Lynch S 47F <[REDACTED]@aec.gov.au>  
**Sent:** Monday, 3 November 2025 4:02 PM  
**To:** Kath Gleeson S 47F <[REDACTED]@aec.gov.au>  
**Subject:** FW: Multiple PATs query [SEC=OFFICIAL]

Hi Kath

Anita raises a reasonable point below. Perhaps given the privacy concerns the agency has documented in our JSCEM submission, now would seem a good time to test the appetite to reduce the number of PATs in offices that have multiple terminals.

# ss 47C and 47E(d)

Looking for an initial reaction and then I can swing some people in to take a more in depth look at the consequences.

Regards

**Michael Lynch | First Assistant Commissioner**  
Electoral Integrity and Operations Group  
Chief Security Officer  
Australian Electoral Commission  
M: s 47F  
EOs 47F  
EAs 47F

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**From:** Anita Ratcliffe **S 47F** [@aec.gov.au](mailto:S47F@aec.gov.au)>

**Sent:** Monday, 3 November 2025 2:29 PM

**To:** Michael Lynch **S 47F** [@aec.gov.au](mailto:S47F@aec.gov.au)>

**Subject:** Multiple PATs query [SEC=OFFICIAL]

Hi Michael

I wanted to raise a query regarding our PATs in divisional offices.

Currently our Perth Central office has 3 PATS and Perth North (Joondalup) has 2.

S 47C

I welcome your thoughts and happy to discuss at the right time.

Regards



## PAT Terminal changes in Perth CBD Office

All State staff

06 Nov 2025 - 19 Nov 2025

For information

# 2025 - 048

Close >> Shrink Edit



The Perth CBD office is piloting changes to promote compliant use of the Public Access Terminals (PAT Terminal) by members of the public.

What's changing:

- From 24 November, the number of PATs in the CBD office will be reduced to one.
- The PATs will now run on a booking system **from 11.00am until 2.00pm** with electors being able to book slots for a minimum of 15 mins to 1 hour.

What's staying the same:

- The divisions accessible on the terminals are unchanged.
- The public can walk-in to use the terminals without a booking outside the booking period.
- No changes are occurring to the PATs in the Darwin or North Metro offices at this stage.

Approach for booking the PAT

- A calendar in Outlook has been created called Perth CBD PAT Terminal **s 47E(d)**. Staff can add the calendar in Outlook via instructions in the service desk.
- A meeting room in Outlook will be created for the CBD PAT Terminal; it will be set-up the same way as the fleet car.
- The public can book a slot of 15 min to 1 hour.
- Bookings can be made by calling state office (08) 6185 3220, emailing the [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au), or speaking to reception. Divisions do not need to make bookings.
- Any staff member can make a booking on behalf of a member of the public, however State Office will book these into the calendar.
- The public can book a total of 1 hour per day.
- Any one-time users that walk in when a PAT is in use will be advised of the wait time. They can wait either at AEC reception or in the building foyer. Alternatively they can book a time to return. Any 'queues' should be reported to [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au)
- The personal details needed to make a booking are the persons first name, email address and phone number to allow us to contact them if there are any known PAT issues.
- Bookings can only be made a week in advance, there is no option to book multiple weeks at a time.

Process if you are taking a booking

- Record the persons first name, email address, and phone number
- View the calendar in outlook to find a time suitable for the caller
- Advise the caller that we will be in touch if there are any issues
- Email SO with the details of the booking, this will be actioned immediately in line of the high priority of this trial
- If desired, you can teams message any member of state office to ensure the booking is being actioned

Rollout

- 7 November: Approved signage notifying the public of the change will be posted around the PAT terminals in the CBD office
- 21 November: after hours, the additional PATs will be removed from the CBD office.
- 24 November: members of the public using the terminals should be encouraged to make a booking.
- State Office will gather public and staff feedback on the rollout. As you receive feedback, please send to **s 47E** at [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au).

If you have any questions please contact either **s 47F** Divisions should refer all questions or feedback to State Office for monitoring as part of the trial.

# ss 47E(d), 47F

s 47F

Anita Ratcliffe 14/11/2025 12:09 pm

Howdy

just flicked you a note re PAT trial latest after chatting with ML

s 22

14/11/2025 12:11 pm

Hi, yeah I will get s 47F looped in. Will do up a draft this arvo and update Monday to cover any last minute feedback. So far so good though

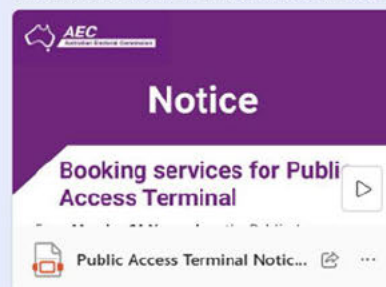
s 47F

Anita Ratcliffe 14/11/2025 12:12 pm

excellent - thanks 😊

14/11/2025 3:16 pm

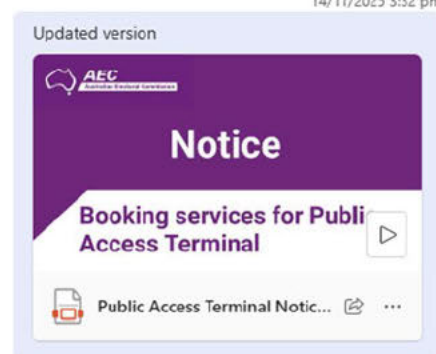
This is the new notice we will put up before reception opens on Monday. Let me know if you think we need to change it



# s 47C

I have learned that s 47F is better at making these than I am. Took me a good half an hour to line up the paragraphs

14/11/2025 3:32 pm



s 47F

Anita Ratcliffe 14/11/2025 3:33 pm

Yeh that's better

Let's change the heading under 'notice' to say 'Public Access Terminal' rather than 'booking services for'

then i think that's good to go

14/11/2025 3:35 pm

Done and will get them up for Monday morning



s 47E(d)

s 47F Anita Ratcliffe 20/11/2025 7:11 am  
I presume so!

s 47C

s 42

s 47C

s 47C

s 47F s 47E(d)

s 47F s 47E(d)

s 47F

s 47E(d)

s 47F

s 47E(d)

s 42

s 47F

s 47E(d)

s 47E(d)

s 47E(d)

s 47F

Anita Ratcliffe 20/11/2025 2:59 pm

Great - thank you kindly!

Friday, 21 November 2025

s 47F

Anita Ratcliffe 21/11/2025 10:59 am

Hope the training went ok?

21/11/2025 10:59 am

apparently it was so good no one asked any questions



s 47F

s 47E(d)

s 47F

Anita Ratcliffe 21/11/2025 11:00 am

amazing! that was good timing then!

thanks 😊



s 47E(d)

s 22 s 22

s 47 told me all 3 PATs were in use by the regulars this morning

s 47E(d)

21/11/2025 11:15 am

ss 47C, 47E(d)

21/11/2025 4:23 pm

PATs are officially moved

s 22



s 47F

Anita Ratcliffe 21/11/2025 4:33 pm

Fabulous!!!!!!!!!!!!!!

Thanks for coordinating all of that!

s 47F

s 47C

s 47F

s 22

How has it been at the PATs today?

24/11/2025 2:33 pm

We had our 1 booking come in and no one else.

s 22

s 47F

s 22

# Perth Central Office Public Access Terminal Trial

## Information Session

# What does the trial involve

- It will run from Monday 24<sup>th</sup> November to Friday 19<sup>th</sup> December.
- During this time the following will apply:
  - The number of Public Access Terminals (PATs) will be reduced to one
  - A booking period will apply between 11am and 2pm each business day
  - Members of the public will be able to book a maximum of one hour per day.

# Why are we doing this?

- We are legislatively required to have the electoral roll available for public inspection at the Perth Central Office – s90A
- We also have an obligation to reasonably manage elector privacy.
- This trial is aimed at managing the intersection of these two obligations in a reasonable manner.

“While not stated explicitly in the legislation, it is apparent from relevant explanatory material that a public right to inspect the electoral roll was introduced for the purposes of maintaining roll integrity by enabling voters to verify their own enrolment and support a sound objection process.”

- *AEC JSCEM Submission 2025*

“Since the introduction of electronic inspection in 2004, the evolution of technology and growth of social media mean the risks associated with facilitating the right of inspection via PATs have increased considerably. The AEC has for some time been open and explicit about the challenges of facilitating the right of inspection while also maturing its privacy management practices. Due to the increasing number of large-scale data breaches in Australia, public expectations about the management and security of personal information have changed.”

- *AEC JSCEM Submission 2025*

# Responsibilities of Reception

- We are not expecting this to lead to a significant workload.
- Reception Staff may need to:
  - Receive bookings from members of the public.
  - Manage members of the public arriving for bookings.
  - Receive feedback and provide information.
  - Manage members of the public who disagree with the new process.



# Escalation

- What needs to be escalated:
  - Aggressive behaviour
  - Any complaint claiming the new approach is in breach of legislation
- Who to escalate to:
  - Enrolment Supervisors, Assistant Team Leaders and Team Leaders.
  - Any Assistant Director.

# Record-Keeping

- What to record:
  - verbal feedback (but ask them to send it to the below email as well)
  - If you notice a queue of people or long waiting periods
  - Any aggressive behaviour
- Please send any of the above to [stateofficemailbox-wa@aec.gov.au](mailto:stateofficemailbox-wa@aec.gov.au)
- WA State Office will be compiling a weekly report of any issues or adjustments made.

# QUESTIONS

# Transcript

21 November 2025, 02:00am

□ s 47F started transcription

s 47F s 47F 0:03

Coming so today, we're just gonna talk through the upcoming trial for the public access terminals in the Perth Central Office. Just gonna cover a few things about what it is, why we're doing it, what we're expecting in terms of workload for the people Manning reception.

And also some covering off on some escalation and reporting requirements. So I'm gonna jump in now if I can get the thing to work there we go. So what does the trial involve? I'm imagining this isn't a huge surprise for anyone here, but it's gonna run from Monday the 24th.

And it's going to run through till Friday 19th of December. So that's a four week period. Now I do just want to point out that as some people may have noticed, last week we as it's a trial, we are changing our process depending on sometimes when we get feedback.

So as we go through it, this is our plan for now. If we get overwhelming feedback that something's not working, there is scope for us to make adjustments as we go. So for example, the booking period that I'm about to talk through, that was an adjustment to feedback received.

So we can we can do that. It's unlikely we'll see too much more because we haven't had a lot of feedback thus far. But I just want to preface this with this is how we're planning on starting it. If we need to, we can make adjustments.

So the key rules are that the number of public access terminals is gonna be reduced from 3 to one. We are also going to put in place a booking period which will apply between 11:00 AM and 2:00 PM each business day. Now for clarity.

That means that we will have bookings available from 11:00 AM to 2:00 PM. So within that a three hour window outside of that, the Pats will remain accessible on an ad hoc basis as they are now.

The members of the public are able to book a maximum of one hour per day in the bookings.

All right, so I want to talk a little bit about why we are doing this and this is going to

take up most of my talking points. So first of all, we are legislatively required to have the electoral roll available for public inspection at the Perth Central Office.

Sorry, s 47F

s 47F s 47F 2:34

s 47F, there's a gentleman making inquiries about the PAT terminal and how he can use it at reception right now and he would like to speak with someone. Sorry.

s 47F s 47F 2:42

Excellent.

Right. So I think we'll just might get some, I might ask s 47F to just jump over and assist with that in real time. Thanks s 47F She made the mistake of saying that asking me if there was anything I needed.

s 47F s 47F 2:54

Yep.

Thanks.

s 47F s 47F 3:02

Today. So I'm claiming that, OK, so back to what I was talking about, we are legislatively required to have the electoral roll available for public inspection at the Perth Central Office. That's under section 90 a of the legislation, which I'm sure everyone here has read in full and fully re and fully remembers off the top of the. Their head. It's actually it's quite 90. B is a lot more, is a lot more lengthy. So yeah, just just for, just for fun. But we also have an obligation to reasonably manage elector privacy.

So those two are essentially.

Legislative requirements pulling in opposite directions, so there's a bit of a there's a there's a complexity here and that what this trial is aimed at doing, it's we're trying to manage the where those two points, those two legislative points intersect in as reasonable manner as we can.

It's the terminology of reasonable and defensive defensible. So basically we are trying to make it do it meteor legislative requirements under section 98, while also protecting elected privacy, which is complex. And I'm going to talk through some J scam quotes.

From us. So I'm gonna quote us.

So this is from the J scheme submission for 2025 federal election. Basically, it's a quote about how.

The legislation, section 90 A, was introduced and what it what its basis was, so its basis was largely for the purposes of enabling voters to look up their own address and to assist with a sound objection process. That was the two reasons that are considered that are included in the explanatory notes.

When this legislation was put to Parliament, so you'll note there that it doesn't mention organisations or anything else now that doesn't legally mean they can't have access to it, but it is the intent of the legislation. So part of what we do is we try to maintain when we're when we're looking.

At legislation and how it impacts us, we we try to make sure we stay within the intent of the legislation wherever possible. That doesn't mean we can restrict things though.

s 47E(d)

s 47E(d)

s 47E(d)

We're trying to balance people's privacy versus our

legislative requirements to have the role for inspection.

All right. Onto the more operational side of it. So the responsibility is reception. So the first thing I wanna talk about is that we are not expecting this to lead to a significant increase in workload and I wanna drop a little bit of information here. First of all, we have had two pieces of feedback in the two weeks since we started notifying people two pieces very one, one of which was very easily dealt with. The other one a little bit more complex, but nothing that has caused a major increase in workload.

We've also had a grand total of I'm not sure how **S 47F** discussion just went out there, but I'm going to say one booking as of this morning.

So I'm not expecting this to be a major amount of work for our reception staff, but there are some responsibilities over the next four weeks that we need to talk through, many of which are kind of covered in the past. But the first one is receiving bookings from the members of the public.

So at the moment, you know a member of the public may come up to reception and request a booking. Our preference is that they e-mail us as per the notices or call us, but there is nothing to stop them from doing it over the reception desk, in which case.

Anyone on reception? All you have to do is take their details and I'll go through the details in a SEC that you need and e-mail them to Washington State office mailbox and we will manage the booking from there. OK. So the details we need is a name. A contact number and an e-mail. Now if they don't have one of those things, I'm confident they have a name. But you know. But in terms of an e-mail and a phone number, if they don't have one, that doesn't stop them from booking. It's just the what we would like to have and the reasoning for it is so that we can.

Contact them if there's an issue, basically. So if the Pats go down or if you know bookings suddenly become unavailable because there's a fire drill that day, stuff like that, we would like to be able to contact them and say, look, probably not the best day to come in because you know the Pats are.

Broken and we will have them back online, you know, in a few hours and that sort of stuff. The next thing is managing members of the public arriving for bookings. So people turning up, they will likely come and.

Talk to reception first. Unless the Pats are open, in which case I doubt they will. So if they do come up, you can just, you know, you'll you'll have access to the calendar, so we've created a calendar for the PAT terminal.

And I will show you guys how to access that at the end of this, what will appear is essentially bookings like it would in your outlook calendar with their name. It won't have their other details, just their name and they'll they may come up to you and go. You know my name's.

Bob Smith. I'm here to look at the role you pull it up. Yep. Bob Smith. Off you go. If there is someone at the terminals, reception may be required to walk over and just advise them that there is a booking. Now we do have. We are considering an option of having a.

Like a notice on each on the terminal with. You know this terminal is booked at and just the listing the times of the bookings. Obviously not the names, just so that if anyone is using it at 11:00 AM and there's a booking at 12, they know that.

At 12:00, someone may turn up the last two points are receiving feedback and providing information, so you may receive feedback from S from members of the public. It's a fairly straightforward process from there, I wanna hear about it and I'm gonna talk more about that.

That later, but we do have a process in place for that. I'm just gonna. I'm just gonna hold that for now because I will come back to it and obviously providing information. So those who ask questions about the process, just reiterating essentially those points that I popped up at the start.

And the last one is managing members of the public who disagree with the new process. Now, once again, we are not expecting there to be many, if any, people who really have a major issue with this, the new process.

But if they are, they may bring it to reception. Now in terms of your basic points, it's it's pretty much the same as if you get an enrollment inquiry and someone gets a bit frustrated or they disagree with something with enrollment.

If reception are comfortable dealing with it, great. If not, I'm about to go through some escalation points, but essentially that will be the same process as if you receive a a client who is upset with any any of our processes really.

So I'll pop up the escalation piece so there's two bits that are clearly escalation points straight away, so aggressive behaviour. This should always be an escalation. s 47E(d)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

But we also have our assistant directors, we have our normal processes through the



enrollment supervisor, assistant team leaders and team leaders. But feel free to come and get any assistant director if it is aggressive and that goes for anything. This isn't. This isn't new. I'm putting this in because.

This is standard. This is the standard approach to any aggressive client that that should be escalated pretty pretty quickly. The other piece of escalation, which I think is far more likely is a complaint relating to a breach of legislation.

So if someone comes up and says the restrictions on the terminals is a breach of section 98 or the breach of the of the Electoral Act, please do escalate that straight away to to me, ideally, if I'm if I'm here or one of the other assistant directors.

So I really want to hear about those because basically we we'll be reporting on on, on certain aspects and that's one of them. I do just want to touch briefly on the aggressive behaviour. We haven't seen anything that would even be close to that yet. Umm.

So I I just want to reiterate to people that the likelihood of us receiving that due to the patch changes is it's highly unlikely. So I just want to reiterate that one right now. All right, so record keeping is the next step. So what do we need to record? So verbal feedback. You may get feedback at reception. We want the clients ideally.

To e-mail us at the state office mailbox, and I'm acknowledging that that link is not particularly easy to see, but it is the WA state Office mailbox which is state office s 47E(d) we would it is on all the notices up out there.

So it should be pretty easy for them to find our preference is that the member of the public submits that via e-mail. However, if their preference is to do it verbally, we would ask the reception take.

Some notes as to what it was. Get some contact details if if it if they want to be contacted about it and flick it through to the WA State Office. The second point there is about queues. You'll all know that the AEC is not a fan of queues.

In any way shape or form. So if you see a queue of people and we will be making sure the PAT that remains will be visible from the reception desk, we do wanna know about it and once again just a quick e-mail to state office.

Emailing, you know, had multiple people waiting for more than 15 minutes today, you know doesn't need to be. I don't need to know specifics. I don't need to know.

We had four clients, all of which had seven minute waits or something like that.

I need more sort of more general than that so you know multiple occasions of clients having to wait 15 minutes or more or there were 30 clients sitting in reception waiting for access to the pads. I really hope it doesn't get to 30.

And I'd be very surprised if it does so stuff like that. And the last one, any aggressive behaviour that is once again standard, but if we do get it, I would like to know about that specific to the Pats. If that does happen.

The reason for that is we are doing weekly reporting. It started on Monday this week and every Monday I send a nice well I say nice a report to Anita with basically what we've been doing this week.

Have we had any feedback? Have we changed the process in any way? And then she ha adds her own piece to that before it goes up to Michael, who then reviews it. So we are doing reporting on it. So it's really important that if you do see something like a queue or you get feedback.

We we do need to hear about it.

All right. So I'll take any questions now and then I'm gonna hopefully if I can get my my outlook to work because it's just crashed, I'll show you the the calendar. So does anyone have any?

Questions. I've got to move the thing across.

No. Wow, OK, I allowed way too much time for this, so I'll very quickly just throw in the calendar and I'll show you what it looks like. I won't click into anything because there is some.

It's for me in there, so let me just I have very quickly reopened outlook for myself.

Thankfully, I have a single.

I have a single booking to show which is nice, so you should be able to see that there. It works pretty much the same as any other calendar that you'll see. Anyone can open this. We have limited the amount of information in the booking to a name. So you won't have their phone number, their e-mail, or anything like that, but this is what reception will be able to see.

So it should work fairly easily. So if someone does come up and asks for an appointment if you're at reception, you'll actually be able to see if that appointment period is available and adjust that through with them. So that should be relatively straightforward.

All right. Any questions on any of that?

Alright, it's all gonna be pretty easy.

Excellent. All right. Well, the only other thing I'll just mention is that we are looking, we're doing the we know the reasons why we're doing this.

If there are simple things that can be implemented to make it easier for you guys, we're happy to do it. So if you have ideas that could make this easier for you, let us

know about it. We may not be able to implement it straight away.

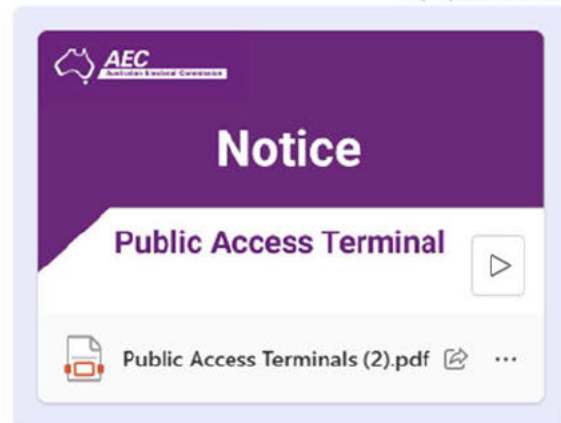
But we're pretty committed to making this as simple as possible, so we do want to hear from you.



s 22

s 47F 17/11/2025 9:02 am  
s 47F Could you send me the new PAT notice please

17/11/2025 9:06 am



s 47F 17/11/2025 9:06 am  
s 47F Thanks

s 47F 17/11/2025 9:38 am  
Reviewing the notice, it seems to read as if the bookings can only use the PAT for up to 1hr per day. Whereas non-booking PAT usage does not have a limit

17/11/2025 9:40 am

yes, that was deliberate

I am working through how we manage this stuff



17/11/2025 10:04 am

Just confirming you have received no PAT feedback on reception this morning?

s 47F 17/11/2025 10:08 am  
s 47F No public has visited today yet

17/11/2025 10:09 am

perfect thanks

s 47F 17/11/2025 10:10 am

s 47F and just clarifying do we still ask for first name as the SOC mentions that is needed

17/11/2025 10:10 am

yes please, things changed again this morning. Will have it locked down at some point I am sure



hopefully before I do the session on Friday

Thursday, 20 November 2025

s 47F 20/11/2025 10:54 am

s 47F Just passing along that I've overheard two people talking in reception and they read and interpreted the PAT notice as you can only book 11-2 and for an hour so only 4 people can book a day.



s 47F 20/11/2025 3:15 pm

s 47F Got our first PAT booking I believe

s 47F

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**From:** s 47F  
**Sent:** Thursday, 6 November 2025 5:09 PM  
**To:** s 47F  
**Subject:** s 22 [SEC=OFFICIAL]  
**Attachments:** 20251106\_Executive Committee - s 22; Public Access Terminals\_final.pdf

Hi s 47F

s 22

s 47E(d)

Anita advised that people can only book one hour per day. The SOC and signage have been updated, s 47F has agreed to reprint and laminate. He will leave on my desk for you s 47F to put up before 9am.

Kind regards,

s 47F | Senior Project Officer  
NT & WA State Office | WA Operations  
Australian Electoral Commission  
s 47F

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s 47F

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**From:** AEO WA  
**Sent:** Monday, 24 November 2025 2:42 PM  
**To:** [REDACTED]  
**Subject:** Correspondence | [REDACTED] | Perth CBD Office Public Access Terminal Changes  
**Attachments:** [REDACTED] - Complaint Response - Perth CBD Office Public Access Terminal Changes (A6871047).pdf

Good afternoon [REDACTED],

Please find attached a response to your correspondence to the Electoral Commissioner dated 19 November 2025 and your email to our State Office Mailbox – WA dated 20 November 2025.

**Regards**

**Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia**  
State Executive | NT / WA State Office and Outposts  
Australian Electoral Commission

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File Reference: A6871047

Mr Wayne Waples  
TRU Investigations  
PO BOX 42  
NORTHBRIDGE WA 6865

Dear Mr Waples

**Formal Complaint – Restriction of Public Access to the Electoral Roll (s90A Electoral Act)**

Thank you for your correspondence to the Electoral Commissioner dated 19 November 2025 regarding the Public Access Terminal at Perth Central Office. I have been asked to respond on the Commissioner's behalf.

As you have noted, public access to the electoral roll (the roll) is required by section 90A of the *Commonwealth Electoral Act 1918* (the Act). The AEC complies with this obligation by providing a copy of the roll for each state and territory for public inspection at the Perth Central Office.

Under section 90 of the Act the Electoral Commissioner may determine the manner and form in which the electoral rolls are provided. From 24 November 2025, the Perth Central Office meets this requirement by providing one Public Access Terminal for public use, and the office allows bookings of up to one hour between 11am and 2pm each business day. These bookings are restricted to one session per day to ensure this service is shared by members of the public.

As you have stated, the roll is made publicly available for transparency and accuracy. It is apparent from relevant parliamentary explanatory material that supports s 90A of the Electoral Act that the public right to inspect the electoral roll was introduced for the purpose of maintaining roll integrity by enabling voters to verify their own enrolment and supporting a sound objection process. The use of the roll for other purposes does not align with this intention, and such use is not a relevant consideration for how the AEC provides this service.

Thank you again for your correspondence. The AEC will continue to consider feedback received by members of the public to review its service offerings.

Yours sincerely



Anita Ratcliffe  
State Manager NT/WA and AEO for Western Australia  
NT and WA State Office and Outposts  
Electoral Integrity and Operations

24 November 2025

## Minutes: NT/WA Executive Committee

s 22

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S 22

**05 State Manager update**

PAT Trial

- The Perth CBD Office is piloting changes to promote compliant use of the Public Access Terminals (PAT) by members of the public.
- We would like to thank everyone's agility as we trial this program.
- A two-week notification period commenced on Monday 10 November, notifying the public of the removal of two PATs.
- From 24 November the number of PATs in Perth Central Office will be reduced to one. This trial will conclude on Friday 19 December.
- Recommendations and suggested adjustments to the PAT booking process:
  - Proposed booking system between 11.00am and 2.00pm each day
  - Between 9.00am and 11.00am and between 2.00pm and 5.00pm to be reserved for walk-ins
  - SOC to be updated to reflect changes
  - A4 notices in reception area to be updated
  - An information session to be provided to all Perth Central staff next week to walk them through the requirement and responsibility (session to be recorded)

S 22

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s 47F [redacted] to provide formal proposal on the suggested PAT trial adjustments to Anita Ratcliffe by Friday 14 November.

s 47F [redacted]

14 November 2025

s 22

s 47F

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**From:** [REDACTED]  
**Sent:** Thursday, 20 November 2025 8:34 AM  
**To:** State Office Mailbox - WA  
**Subject:** Changes to Public Terminals

**CAUTION:** This email originated from outside of the Australian Federal Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern.

I'd like to know why the public terminals are being reduced from three to one ?

Regards,

**Date:** 12 November 2025    **Time:** 3:00PM    **Classification:** OFFICIAL

## Draft Team Meeting: South-West LWU

s 22

S 22

- [Public Access Terminals \(PATs\) trial](#)
  - Signs are up, trial starting in 2 weeks. Team leaders are collaborating in foreseeing future issues and resolutions.
  - IT are creating a calendar for the PAT bookings, and this will be socialised when available.
  - Any feedback is to be sent to s 47F s 47E(d) as Anita will need to report back to NO on the trial.
- Changes to PACT will commence from the 24<sup>th</sup> November. As there are still a number of issues will need to be ironed out regarding
  - Bookings Management
  - Management of Appointment timeframes
  - Interaction with members of the public

There will not be any changes to Joondalup PACT or the South-Central Offices PACT when the office opens

S 22



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**From:** [Michael Lynch](#)  
**To:** [Anita Ratcliffe](#)  
**Cc:** s 47F [Andrew Johnson](#) s 47F  
**Subject:** RE: WA PAT Trial - Weekly Update [SEC=OFFICIAL]  
**Date:** Monday, 24 November 2025 10:57:45 AM  
**Attachments:** [image004.png](#)

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Thanks Anita

**Michael Lynch | First Assistant Commissioner**  
Electoral Integrity and Operations Group  
Chief Security Officer  
Australian Electoral Commission  
s 47F

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**From:** Anita Ratcliffe s 47F @aec.gov.au>  
**Sent:** Monday, 24 November 2025 1:42 PM  
**To:** Michael Lynch s 47F @aec.gov.au>  
**Cc:** s 47F Anita Ratcliffe s 47F @aec.gov.au>;  
Andrew Johnson s 47F @aec.gov.au>; s 47F  
**Subject:** WA PAT Trial - Weekly Update [SEC=OFFICIAL]

Hi Michael

Please find below an update reflecting on the second week of our two week notice period preceding the WA PAT trial, which officially commenced today.

#### **Current State**

The trial period commenced today.

Two terminals have been removed, and the reception area has been re-modelled to support members of the public awaiting access. Reception staff have line of sight of the remaining terminal.

New notices have been placed in the reception area to reflect the commencement of the single PAT approach.

All WA Divisional staff have been briefed on the background of the trial, the booking system, record keeping processes and the escalation protocols.

#### **Bookings**

WA State Office have so far received one booking for PAT use on Monday 24 November 2025.

#### **Feedback**

This week three pieces of feedback have been received, at least two of which came from the same individual.

- 20 November 2025 – Complaint by Wayne Waples, Chief Private Investigator from TRU Investigations directly to the Australian Electoral Commissioner Jeff Pope – Complaint stating that the adjusted service level is not consistent with s90A and requesting a review of its lawfulness. A response has been drafted with input from all relevant internal stakeholders. Draft now with DEC for approval before being sent from AEO mailbox.

- 20 November 2025 – Email from [REDACTED] to the WA State Office mailbox – Request for reasoning for reduction of PATs. The response to [REDACTED] other complaint will reference this correspondence.
- 21 November 2025 – Unknown individual provided verbal feedback to reception – The individual was concerned about queues forming, especially with the South Metro Office closed. Individual was asked to provide his feedback in writing but has yet to do so. While not identified as a known regular user the individual demonstrated a familiarity with the PAT service.

### Adjustments

No adjustments required from feedback received this week.

S 22

Please let me know should you require any further information.

### Regards

**Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia**  
 State Executive | NT / WA State Office and Outposts  
 Australian Electoral Commission



Make sure you're **enrolled to vote.**  
 Visit [www.aec.gov.au](http://www.aec.gov.au)

## Public Access Terminal – TPs

### Approach

If questions are received about the AEC's PATs during the shutdown, ELT will be notified via signal in the first instance.

Depending on the nature of the enquiry, TPs may be provided that can be attributed to an AEC spokesperson. If a request for radio/TV interviews comes through the following will need to be considered.

- Is an interview required?
  - o This may be dependent on the nature of how the story is being reported and
  - o The number of enquiries received
- Who will be the talent?
  - o Jeff will be overseas so unlikely to be able to participate in an interview.
  - o Kath will be acting as EC during that time so may be the best option during this time.
  - o If the media is localised to a specific state, the relevant state manager may be another option.

### TPs

#### **Why do these terminals exist? Why does the AEC have that information available?**

- The fastest and most convenient way to verify your enrolment is via the 'Check my Enrolment' page on the AEC's website.
- The AEC is required to make a copy of the electoral roll available for inspection for free at AEC offices during ordinary business hours (section 90A of the *Commonwealth Electoral Act*). AEC offices are closed from 25 December 2025 until 02 January 2026. With no business hours PATs are not available during this time. It should also be noted that due to staffing constraints a number of offices may not be open during January.
- While public access to the electoral roll has been available for a long time, the ability to inspect an electronic version of the roll was introduced in 2004. Public inspection of the roll is primarily to assist in objection activity to incorrect enrolments. Privacy considerations and expectations of citizens have changed markedly since that time.

#### **What changes does the AEC want to make?**

- The AEC has argued for some time now that the requirement for the electoral roll to be available for inspection in offices is outdated, and no longer meets public expectations around protecting the privacy of voters.
-

- The AEC has proposed that the Parliament consider amending the legislation to either remove the requirement to make copies of the roll available for public inspection entirely, or to limit the personal information (such as a voter's street address) available through these public terminals.
- The AEC would like JSCEM and ultimately parliament to consider:

Legislative change to update the right of public inspection under the Commonwealth Electoral Act is required and would enable the AEC to bring this risk within an appropriate tolerance. The following options would either eliminate or largely address the risks associated with full public access, while maintaining the roll access required for electors to verify enrolment and initiate appropriate roll objections. In order of preference:

- o **Replace public inspection of the electoral roll with OEVF and a streamlined objection application process. (Recommended)**

PATs no longer available at any AEC office. A person could check enrolment via the OEVF on the AEC website (noting they require full name, street and suburb) and/or submit a fee-free objection application directly to the AEC.

- Provides the most comprehensive mitigation of the risks, noting potential for some concern about transparency of the electoral roll.

- o **Replace public inspection of the electoral roll with an authorisation for the AEC to provide a third party elector's address to individuals on the Commonwealth Electoral Roll upon provision of appropriate identification, and a statutory declaration stating the applicant is seeking this information for the purpose of roll integrity**

Enrolled electors could seek address information from the AEC online, for an elector who they suspect is not enrolled correctly – prior to lodging an objection application.

- This would enable an individual's details to be obtained by another. While it would limit the volume of requests and provide a higher threshold of evidence for the requestor, it would not prevent an individual's details being targeted. The requestor's identity would need to be verified, such as matching their enrolment details or the provision of other verifiable evidence of identity.

- o **Limit the publicly available information on the electoral roll to name and the elector's federal and state electoral division**

Information accessible via PATs would be limited to an elector's name and enrolled division to enable objection activity, but the elector's full enrolled address would no longer be visible.

- o This option reduces the risks associated with full public access to the electoral roll and provides transparency of roll data.

- The AEC is heavily engaged with the Parliament's Joint Standing Committee on Electoral Matters, who are currently examining the 2025 federal election. This Committee has the power to recommend changes to electoral laws, including removing the legislated requirement for the AEC to make copies of the electoral roll available for public inspection. We are committed to working collegiately with JSCEM as it continues its inquiry into this and other matters.

**Will removing public inspection harm the integrity of the electoral roll?**

- Very few people use the public terminals the AEC provides in our offices to verify the accuracy of the electoral roll.
- In the year to November 2025, the AEC received a total of just 76 objections to enrolment based on a voter's address being incorrect on the roll.
- In the same time period, over 600,000 searches were conducted on our terminals. This suggests that the vast majority of individuals using these terminals are not using them for their intended purpose.
- Over the past few years, the AEC has introduced robust data sharing arrangements with states, territories, and other Federal Government agencies. We have also introduced a direct enrolment program that has seen Australia's enrolment rate increase to over 97%.
- Updates to the electoral roll now happen on a daily basis thanks to these modern arrangements. [Our most recent review](#) of the integrity of the electoral roll puts the accuracy of the electoral roll at 97%, with address accuracy at 95%.

**What would this mean for people who use the electoral roll for other purposes? (Debt collectors, lawyers, journalists, etc)**

- The AEC has always been clear that public access to the electoral roll in our offices are for the purposes of verifying the accuracy of the electoral roll. However, there are no provisions in the Act which allow the AEC to limit the use of the terminals solely for the purpose of electoral integrity.
- There has never been a legal requirement for the AEC to make copies of the electoral roll publicly available for other purposes.

**What will happen if changes are not made? Will this affect electoral integrity?**

- The AEC has been clear that continuing with the requirement for the roll to be available for public inspection is a risk to the privacy and security of voters.

s 47E(d)

**What can voters do if they are worried about their personal information being available on these terminals?**

- Any voter with concerns for their personal safety should consider applying to be a silent elector, as the details of silent electors are not listed on these terminals.

s 47C



- All applications for silent elector status are carefully considered by the AEC. Once a decision has been made, the AEC will notify you in writing.
- Information about the process (including the criteria to be met) to become a silent elector is [available on our website](#). We also have application forms available in AEC offices.

***(If pressed) Why is the AEC raising these concerns now? Is there a threat you're aware of?***

- We've been vocal about this issue for a number of years, this isn't new.
- The AEC is acutely aware of growing concerns about community safety and social cohesion, as we were during the 2025 federal election. It's natural for us to focus on this issue in that context.
- We are monitoring this issue closely as we continue to liaise with JSCEM.