

# 2019 NSW State Election Research Report

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# 1. About the Research

## 1.1 Research Background and Objectives

The 2019 NSW State Election was held on 23 March 2019.

The New South Wales Electoral Commission is an independent statutory authority established under the *Parliamentary Electorates and Elections Act 1912* (replaced by the *Electoral Act 2017*) and is legislated to conduct, regulate, and report on general elections and by-elections for the Parliament of New South Wales.

The work of the Electoral Commission includes (but is not limited to):

- running independent, fair and accessible elections
- providing transparent processes and guidance to assist political participants (including candidates, parties, elected members, donors, third-party campaigners and lobbyists) to comply with their legal obligations
- publishing political donation and expenditure disclosures and registers of political parties, candidates' agents, third-party campaigners and political lobbyists
- engaging with the public to make it easier for people to understand and participate in the democratic process
- investigating possible offences and enforcing breaches of electoral, funding and disclosure, and lobbying laws.

The key purpose of this research is to provide NSW Electoral Commission with a robust and representative picture of candidates' and electors' perceptions of, and satisfaction with, the services offered at the 2019 NSW State Election.

## 1.2 Research Methodology

### 1.2.1 Program of research undertaken

An iterative program of research was undertaken comprising:

- Early Voter (in-person pre-polling) survey
- Core Elector survey
- iVote survey via telephone interviewing
- iVote survey via online interviewing
- Arabic focus group discussions
- Candidate survey

Further detail as to the specific methodology for each of the above components of the overarching research program is provided within the sections following.

### 1.2.2 Early Voting survey

The early voting survey was conducted amongst the early voters at the 2019 NSW State Election. The survey was conducted face-to-face and in English via computer-assistance personal interviewing (CAPI).

Fieldwork was conducted between 14<sup>th</sup> March and 20<sup>th</sup> March 2019 at the four early voting centres of Sydney City, Fairfield, Wollongong and Bathurst, with two days of interviewing per location.

Early voters were approached as they left the polling centre having cast their vote. The voters were randomly selected for interview; with no quotas in place for the sample.

All participants recruited on the basis that they: were residents of NSW, were eligible to vote in the 2019 NSW State Election and had cast their vote that day at the early voting centre.

A total sample of n=364 was achieved. Below is the sample achieved in each location:

INTERVIEWING LOCATION	SAMPLE ACHIEVED
Fairfield	n = 78
Bathurst	n = 100
Wollongong	n = 73
Sydney City	n = 113

With the breakdown achieved by demographic characteristics, overall and by location, shown below.

	TOTAL	GENDER		AGE					LOTE		ATSI	
		Male	Female	18-24	25-34	35-54	55-74	75+	Yes	No	Yes	No
Fairfield	21%	24%	19%	32%	25%	19%	18%	22%	62%	8%	0%	22%
Bathurst	27%	25%	30%	11%	24%	27%	34%	39%	8%	34%	33%	27%
Wollongong	20%	18%	22%	39%	21%	19%	18%	4%	10%	23%	33%	20%
Sydney City	31%	33%	29%	18%	30%	35%	30%	35%	20%	35%	33%	31%
Base n=	364	178	186	38	63	124	114	23	89	275	3	360

### 1.2.3 Core Elector survey

The core elector survey was conducted amongst a random sample of NSW residents eligible to vote in the 2019 NSW State Election.

- Note that those voters found to have used iVote were removed from the sample frame and these participants surveyed as part of the iVote surveys.

The survey was conducted via computer-assisted telephone interviewing (CATI).

The sample frame used comprised both landline and mobile sample generated from a mix of publicly available databases and random digit dialling.

To ensure a representative sample of NSW residents aged 18 years and over was achieved census-based quotas were applied on the basis of age, gender and location.

A total sample of n=1,200 interviews were achieved, as per the breakdowns shown overleaf:

	TOTAL	GENDER		AGE					METRO	
		Male	Female	18-24	25-34	35-54	55-74	75+	Yes	No
<b>Gender</b>										
Male	49%	100%	0%	49%	50%	50%	50%	43%	51%	46%
Female	51%	0%	100%	51%	50%	50%	50%	57%	49%	54%
<b>Age</b>										
18 -24	13%	13%	13%	100%	0%	0%	0%	0%	13%	13%
25- 34	18%	18%	18%	0%	100%	0%	0%	0%	20%	15%
35 -54	34%	35%	33%	0%	0%	100%	0%	0%	35%	32%
55 -74	23%	24%	23%	0%	0%	0%	100%	0%	21%	27%
75 plus	11%	10%	13%	0%	0%	0%	0%	100%	10%	13%
Base n=	1200	548	652	81	208	435	318	158	770	430

	TOTAL	LOTE		ATSI		IMPAIRMENT			
		Yes	No	Yes	No	No	Yes (Any)	Mobility	Vision
<b>Gender</b>									
Male	49%	57%	47%	24%	50%	50%	44%	34%	40%
Female	51%	43%	53%	76%	50%	50%	56%	66%	60%
<b>Age</b>									
18 -24	13%	17%	12%	38%	13%	14%	4%	0%	16%
25- 34	18%	24%	17%	28%	18%	19%	4%	3%	5%
35 -54	34%	43%	32%	20%	34%	36%	12%	13%	17%
55 -74	23%	11%	26%	12%	23%	22%	38%	33%	35%
75 plus	11%	5%	13%	2%	12%	9%	43%	51%	26%
Base n=	1200	207	992	31	1168	1096	100	42	23

Weighting of age, gender and location was applied to achieved sample to further ensure representation of these groups within the sample was aligned to NSW population statistics.

Fieldwork was conducted between 25<sup>th</sup> March and 8<sup>th</sup> April 2019.

#### 1.2.4 iVote surveys

The iVote surveys were conducted using a dual approach comprising:

- A Computer-assisted telephone interviewing (CATI) survey, and
- An online survey.

The survey was conducted with sample provided by NSW Electoral Commission.

A total sample of n=4,088 interviews were achieved, with n=1,000 interviews achieved via the phone survey and n=3,088 interviews achieved via the online survey.

The overall sample profile achieved is shown below.

	TOTAL	GENDER		AGE					METRO		LOTE	
		Male	Female	18-24	25-34	35-54	55-74	75+	Yes	No	Yes	No
<b>Gender</b>												
Male	53%	100%	0%	43%	49%	53%	58%	60%	54%	51%	56%	52%
Female	46%	0%	100%	57%	50%	46%	42%	40%	45%	49%	43%	47%
Other	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%
<b>Age</b>												
18 -24	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
25- 34	14%	12%	18%	100%	0%	0%	0%	0%	13%	17%	13%	15%
35 -54	15%	14%	16%	0%	100%	0%	0%	0%	18%	9%	21%	13%
55 -74	26%	26%	26%	0%	0%	100%	0%	0%	29%	20%	34%	23%
75 plus	39%	43%	36%	0%	0%	0%	100%	0%	35%	49%	29%	43%
Base n=	4088	2178	1882	591	603	1060	1611	211	2703	1385	926	3127

The iVote CATI survey was conducted between 9<sup>th</sup> April and 27<sup>th</sup> April 2019.

The iVote internet survey was conducted between 12<sup>th</sup> April and 15<sup>th</sup> April 2019.

### 1.2.5 Group discussions with Arabic speaking voters

Qualitative consultation with Arabic-speaking voters was conducted via focus group discussions.

There were two focus groups conducted, segregated on the basis of gender.

- Group 1 included males: Seven attendees, mix of Iraqi and Lebanese backgrounds.
- Group 2 included females: Eight attendees, mix of Egyptian, Syrian, Jordanian, Iraqi and Lebanese backgrounds.

All participants in the group discussions:

- Were residents of NSW
- Were eligible to vote in the 2019 NSW State Election
- Spoke Arabic as their first language.

Moderation was undertaken by Cultural Partners (with moderators being fluent in Arabic).

A discussion guide developed in consultation with NSW Electoral Commission was used to facilitate group conduct. To prompt discussion, participants were shown a range of resources that are available via the NSW Electoral Commission website.

Both groups were held in week commencing 8<sup>th</sup> April and were approximately 90 minutes in duration.

The groups were held at a community centre located in Western Sydney.

### 1.2.6 Candidate survey

The candidate survey was conducted online amongst the random sample of candidates and third-party campaigners.

Sample was provided by the NSW Electoral Commission.

A total of n=104 interviews were achieved as per the below sample frame:

SAMPLE CLASSIFICATION	SAMPLE ACHIEVED
Candidate	n = 99
Third party Campaigner	n = 5
Legislative Council	n = 41
Legislative Assembly	n = 58

## 1.3 Reporting conventions

Results are presented in the form of:

- Descriptive commentary detailing key results.
- Additional commentary detailing significant differences between the total result and the result for a sub-group within the sample frame.
- Graph of results at either overall level and/or showing total results and results for key sub-groups
- Table of results at total level, including results for key sub groups

Please note:

- Results have been tested for significance against total at the 95% confidence level – with green font indicating a significantly higher result and red font a significantly lower result.
- Question numbers, wording and base sizes are shown beneath each graph and/or each table.
- On occasion sub-group results based on sample sizes of less than n=30 responses have been included in the report. Base sizes with an asterisk (\*) appended represent those under n=30. This is the generally accepted threshold for meaningful quantitative analysis, and so while often valuable, results obtained from these sub-groups should be interpreted as indicative only.



## 2. Executive Summary and Recommendations

### 2.1 Executive Summary of Key Findings

#### Introduction

The 2019 NSW State Election was held on 23 March 2019.

As part of the NSW Electoral Commission's legislated responsibility to conduct, regulate, and report on this election, Colmar Brunton was commissioned to undertake research. An iterative program of research with voters, candidates and third-party campaigners was conducted, aimed at providing the NSW Electoral Commission with a robust and representative picture of candidates' and electors' perceptions of, and satisfaction with, the services offered at the 2019 NSW State Election.

This program of research included:

- Early Voter (in-person pre-polling) survey: conducted face to face across four early voting centres in the week preceding the election, with a total sample size of n=364 interviews achieved.
- Core Elector survey: conducted with a representative sample of NSW residents aged 18 years and over via Computer Assisted telephone Interviewing (CATI), with a total sample size of n=1200 interviews achieved. Note that iVote users were excluded from this survey and re-engaged via the iVote surveys.
- iVote telephone survey: Conducted using randomised sample drawn from contact details of voters who had registered for iVote as provided by NSW Electoral Commission. Interviewing conducted via Computer Assisted telephone Interviewing (CATI), with a total sample size of n=1000 interviews achieved.
- iVote online survey: Conducted using all available remaining sample inclusive of email addresses within the contact details of voters who had registered for iVote provided by NSW Electoral Commission. Interviewing conducted via an online survey with a total sample size of n=3088 interviews achieved.
- Arabic focus group discussions: Comprising of four focus groups with native Arabic speakers.
- Candidate survey: Conducted using all available contact details of candidates and third-party campaigners as provided by NSW Electoral Commission. Interviewing conducted via an online survey with a total sample size of n=104 interviews achieved.

The key outcomes of this program of research are summarised below, with more detailed provision of results and associated analysis at the individual survey level (including those aspects of voting experience specific to selected voting modes) contained within the sections following.

#### Awareness of the 2019 NSW State Election

Based on questions asked in the Core Elector survey, approximately one in three (35%) voters claimed that they found out about the election via the television and 22% through a news article.

- Voters in metro areas had a higher likelihood of finding out from a friend, family member or neighbour (18%).
- Those aged 55-74 years (49%) and those aged 75+ years (49%) were significantly more likely to have found out about the election through TV. Those aged 18-24 years (37%) and 25-34 years (23%) had a higher likelihood of finding out about the election via family,

friends or neighbours. Those aged 18-24 years had a higher likelihood of finding out via social media (9%).

- Males had a higher likelihood of finding out via a news article (27%).

The above results reflect the fragmented nature of media consumption by demographic variable and highlights the need for future communication strategies targeting the general public to be multi-channel.

Amongst those who used iVote, the key reason voters chose to use iVote was because they were not going to be in NSW on election day (72%).

- Those aged 18-24 years (78%), those in metro areas (76%) and those who speak a language other than English at home (76%) were more likely to state that they used iVote because they were not in NSW on election day.
- Those aged 18-24 years (10%), those in non-metro areas (13%) and those who speak English at home (7%) were more likely to state that they used iVote because they live more than 20km from a voting centre.

Of note is that 5% of those voters who used iVote claimed to do so due to it being more convenient despite this not being a valid reason to do so. This result suggests that there is appetite for greater accessibility to online voting options.

### **Attitudes towards the 2019 NSW State Election**

Based on questions asked within the Early Voting survey:

- Two in three (68%) voters paid close attention to the election campaign. This has increased marginally compared to 2015 (63%).
- 43% of voters stated that they find election campaigns boring. This has decreased marginally compared to 2015 (46%)
- 42% of voters stated that they always vote for the same party or candidate. This has decreased marginally compared to 2015 (44%).
- 13% of voters stated that they do not care who wins the election. This has increased marginally compared to 2015 (10%).

The above results indicate that in 2019 an element of dis-engagement with the election was apparent in some segments of the community, however no significant change (either positive or negative) in this level of dis-engagement was apparent when compared to the 2015 election.

### **Extent voters felt informed prior to election**

Based on questions included within the Core Elector survey, 83% of those who participated in the election said they felt informed about how to fill in a ballot paper and 80% felt informed about finding out where to vote on election day. However only 61% of voters felt informed about how to check and update their enrolment details, and only 64% felt informed about early and alternative voting options.

- Those aged 55-74 years were more likely to feel informed about when the results of the election are declared and about early and alternative voting options, with those aged 18-24 having a lower likelihood of feeling informed about these aspects.
- Those with a mobility impairment have a lower likelihood to feel informed about when the results of the Election will be declared.

In addition to the above, 73% of voters stated that there is no other additional information they would have liked to receive and 27% stated they would have liked to receive additional information prior.

- Of those who would have liked to have received additional information; key topic areas included detail about candidates and/or how to vote early with direct mail being the most preferred means of receiving such information.

The above results highlight that while the majority of voters feel that they are able to successfully fulfil their voting duties, an appetite exists for greater education about a range of aspects pertaining to the conduct of elections with a particular focus within this on voting methods and options available to them.

### **Extent satisfied NSW Electoral Commission conducted the election fairly and impartially**

High levels of satisfaction were apparent across the Early Voting and Core Elector surveys in regard to the extent the NSW Electoral Commission is seen to have conducted the State Election fairly and impartially (88% and 82% respectively). However, while the level of satisfaction captured in the Early Voting survey is consistent with the comparable 2015 result (87%) there has been a decline versus the comparable 2015 Core Elector survey result (89%).

Across the iVote surveys the level of satisfaction in regard to the extent the NSW Electoral Commission is seen to have conducted the State Election fairly and impartially is significantly lower at 69%. However, the result is found to differ significantly by survey mode with those who completed the iVote telephone survey recording a satisfaction level of 82% (which is a decrease from 94% in 2015), while those who completed the online survey (and who were most likely to have used iVote online) had a significantly lower level of satisfaction of 65% (which is a decrease from 89% in 2015).

### **Participation in 2019 NSW State Election**

From questions contained within the Core Elector survey 68% of voters were found to have voted on election day, while almost one in three (29%) voted early and 3% did not vote. By way of comparison in 2015 75% of voters were found to have voted on election day and 23% voted early.

From questions contained within the iVote surveys it was further found that 78% decided to vote before election day, 14% voted on election day and 8% did not vote in the 2019 State Election.

The above combination of results indicates that there is a growing trend for people to vote early.

It should however also be noted that while the proportion of non-voters was higher among the iVote survey sample frames, this non-participation was in large part due to claimed issues experienced in using iVote on the day.

### **Overall satisfaction with voting experience**

High levels of satisfaction with overall voting experience were apparent across the Early Voting and Core Elector surveys (97% and 84% respectively), with the higher level of satisfaction with the early voting experience.

However, satisfaction with iVote voting experience is significantly lower at 74%. This result is found to differ significantly by survey mode. Those who completed the iVote telephone survey recorded a satisfaction level of 82% (which is a decrease from 97% in 2015), while those who completed the iVote online survey had a significantly lower level of satisfaction of 71% (which is a decrease from 94% in 2015).

### **Ease of voting experience**

While 96% of those who took part in the Early Voting survey claimed that casting their vote was easy, this drops to 82% among those completing the iVote surveys.

### **Assistance with voting**

24% of those participating in the Early Voter survey and 20% of those participating in the iVote surveys sought assistance with voting. In comparison, among those participating in the Core Elector survey only 9% sought assistance.

Of those who sought assistance, 97% satisfaction is recorded within the Early Voting results and 85% satisfaction within the Core Elector results. However, satisfaction with the assistance received is lower among participants who took part in the iVote surveys. These results are again likely to be driven by the specific characteristics of each survey mode – with the assistance provided to in-centre voters being more immediate in nature.

### **Electoral Commission website ([elections.nsw.gov.au](http://elections.nsw.gov.au))**

Approximately two in five (37%) of participants in the Early Voting survey and one in four (23%) participants in the Core Elector survey are found to have visited the NSW Electoral Commission website since the State Election was announced. The website visitation recorded in the Core Elector survey is on par with 2015 visitation (20%).

From the Core Elector survey of those who visited the NSW Electoral Commission website:

- 78% were satisfied with the website (42% Very satisfied and 36% Fairly satisfied). Satisfaction has decreased slightly compared to 2015 (83%).
- 46% visited in the week before the election day and 29% visited earlier than the week before election day.
- Just over half (56%) of those who visited the website accessed it using a computer and half (47%) accessed it using a smartphone.
- Of those who were not able to find the information they sought on the website, 44% had problems with navigating or finding things on the website.

Of those who did not visit the NSW Electoral Commission website, two in three (65%) did not visit because they did not need assistance.

### **NSW Electoral Commission election enquiries line**

Only 1% of those participating in the Core Elector survey called the NSW Electoral Commission election enquires line since the State Election was announced (compared to 3% in 2015).

Of those who called, the most common reason for calling was to find out about the postal vote application process (18%), and n=7 or 44% were satisfied with the service they received.

The areas where information or assistance was sought by these voters but was either not, or only partially, received included:

- What to do if away from home on election day.
- Information on electorate boundaries.
- Information on iVote.
- Finding out how to apply for a postal vote.
- Checking enrolment details.

## **Political donations**

While the majority of voters claim to be aware of legislation about political donations (57% Core Elector survey, 65% iVote surveys), and to be aware that this information is available on the website (41% Core Elector survey, 62% iVote surveys), actual consultation of this information is low (5% Core Elector survey, 12% iVote surveys).

## **Candidate / party produced electoral material**

Based on questions contained within the iVote surveys: one third of voters claim to be aware that candidate and party produced electoral materials are available on the NSW Electoral Commission website, with one third of those aware having gone on to access these materials.

Among those who have accessed these materials, satisfaction is high at 66%

## **Following of results on election night**

Based on questions contained within the Core Elector survey: 54% of voters followed the results on election night, with the majority sourcing their information via the TV.

5% of those who followed accessed the NSW Electoral Commission website for results information.

Of those that followed the results 87% are satisfied with the speed with which results are available.

## **Confidence in accuracy of election results**

84% of voters who participated in the Core Elector survey are confident that the election results are accurate, with this a significant decrease from 91% confidence being had in 2015.

## DETAILED FINDINGS BY SURVEY MODE

### 3. Early voting/ Pre-poll Survey

#### 3.1 Summary of key findings

##### Comparison 2019 to 2015 results

In 2019, the majority of common metrics have recorded consistent results with those from the 2015 survey, however significant increases have been recorded in:

- Satisfaction with early voting experience
- Decision to vote early 'I will not be in NSW on election day'
- Satisfaction with the amount of time spent in voting centre.

Almost nine in ten (88%) voters were either Very satisfied or Fairly satisfied that the NSW Electoral Commission conducted the State Election fairly and impartially.

- This is on par with 2015 (87%).

A large majority of early voters (97%) were satisfied with their overall early voting experience, and only 1% were dissatisfied in 2019.

- The satisfaction rate has improved compared to 2015 (93%).

##### Voting behaviours in the 2019 NSW state election

Two in five (40%) voters voted early for the first time at the 2019 State Election. The remaining three-fifths had voted early in previous elections.

- This incidence has remained consistent compared to 2015.

Approximately a quarter (27%) of voters had decided to vote early in the 2019 State Election on the day.

- This is on par with 2015 (25%).

Around one-quarter (26%) made the decision to vote early in the week leading up to their voting day and another one-fourth (26%) in the week prior.

Most voters voted early because they were going to be out of state on election day (29%); followed by being more than 8km from a voting centre on election day (18%) and easier/more convenient (18%).

- Being more than 8km from a polling place was the most common reason in 2015 at 27%.

The most common reason why early voters vote in person instead of postal or iVote is that they like voting in person, at 32%.

7% recall receiving an email or SMS message prompt to early vote from the NSW Electoral Commission.

##### Experience at voting centre

Most early voters found voting at the early voting centre easy, with 81% saying the process is Very easy and 15% saying Fairly easy. Only 2% found the process difficult.

- The perception of ease is consistent to 2015 (75% Very easy and 20% Fairly easy).

The vast majority (96%) of early voters said they did not notice any safety issues in the voting centre and only 4% said they did notice safety issues.

#### **Assistance from election staff**

Approximately a quarter (24%) of voters asked for help from election staff.

Among those who asked for assistance a high majority (97%) were satisfied with the assistance they received.

#### **Time spent at voting centre**

Most early voters (96%) are satisfied with the time spent in the voting centre, with four in five Very satisfied (80%) and almost one in five Fairly satisfied (16%).

- The satisfaction with time spent in the voting centre has improved marginally compared to 2015 (92%).

Around half (49%) of early voters did not have to queue before they voted.

- This has improved slightly compared to 2015 with 46% not having to wait in the last election.

#### **Electoral Commission website ([elections.nsw.gov.au](http://elections.nsw.gov.au))**

Approximately two in five (37%) early voters used the NSW Electoral Commission website ([elections.nsw.gov.au](http://elections.nsw.gov.au)) to look for information.

Amongst the early voters who used the NSW Electoral Commission website to look for information, nine in ten (89%) found what they were looking for and 85% said that it was easy to find.

#### **Attitudes towards the election and voting**

Approximately two in three (68%) agreed that they paid close attention to the election campaign.

- This has increased marginally compared to 2015 (63%).

43% stated that they find election campaigns boring.

- This has decreased marginally compared to 2015 (46%)

42% stated that they always vote for the same party or candidate.

- This has decreased marginally compared to 2015 (44%).

13% stated that they do not care who wins the election.

- This has increased marginally compared to 2015 (10%).

#### **Improvements to early voting**

Approximately two in five (43%) early voters felt that there was nothing to improve on the early voting process.

- This has increased significantly compared to 2015 (22%).

The option for early voting to be online or electronic (19%) is the most common suggestion; followed by having more early voting locations (11%).

### 3.2 Comparison to 2015 Early voting / Pre-poll survey results

The table below details the comparison of metrics common across both the 2019 and 2015 early voting questionnaires.

As can be seen in 2019, the majority of common metrics have recorded consistent results with those from the 2015 survey results, however significant increases have been recorded in:

- Satisfaction with early voting experience
- Decision to vote early 'I will not be in NSW on election day'
- Satisfaction with the amount of time spent in voting centre.

Table 3.1: Early voting data comparison between 2019 and 2015

	2019	2015
Satisfaction that State Election was conducted fairly and impartially (net Very/Fairly satisfied) (Base n=364)	88%	87%
Satisfaction with early voting experience (net Very/Fairly satisfied) (Base n=364)	97%	93%
Found voting at early voting easy (net Very/Fairly easy) (Base n=364)	96%	95%
Decided to vote early (Base n=364)	On the day: 27% In past week: 26%	On the day: 25% In past week: 42%
Decision to vote early 'I will not be in NSW on election day' (Base n=364)	29%	18%
Satisfaction with the assistance (net Very/Fairly satisfied) (Base n=364)	24% (rebased to total)	36% (asked everyone)
Satisfaction with the amount of time spent in voting Centre (net Very/Fairly satisfied) (Base n=364)	96%	92%
Duration at the queue before voting – 'I didn't have to wait' (Base n=364)	49%	46%
Yes, this is the first election in which I have voted early (Base n=330 not the first election voting in)	40%	40%
'I don't care who wins the election' (net Strongly/Somewhat agree) (Base n=364)	13%	10%
'I paid close attention to the election campaign' (net Strongly/Somewhat agree) (Base n=364)	68%	63%
'I always vote for the same party or candidate' (net Strongly/Somewhat agree) (Base n=364)	42%	44%
'I find election campaigns boring' (net Strongly/Somewhat agree) (Base n=364)	43%	46%



### 3.3 Detailed Findings

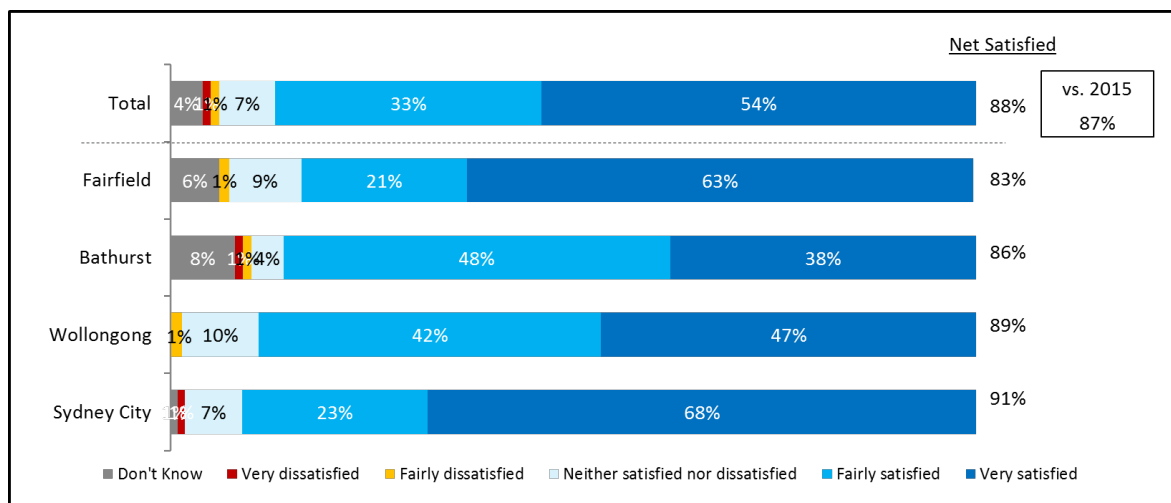
#### 3.3.1 Fairness and impartiality

Almost nine in ten (88%) voters were either Very satisfied or Fairly satisfied that the NSW Electoral Commission is conducting the State Election fairly and impartially.

This is on par with 2015 (87%).

- The perception of fairness and impartiality is the highest at Sydney City, with 91% saying they were satisfied (Very satisfied and Fairly satisfied).
- The views that the NSW Electoral Commission conducted the State Election fairly and impartially varies at the 'Very satisfied' level and is significantly higher at Sydney City with 68% Very satisfied; while it is significantly lower at Bathurst with 38% Very satisfied.

Figure 3.1: Satisfaction with fairness and impartiality



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)

Q2. Overall, how satisfied are you that the NSW Electoral Commission is conducting the State Election fairly and impartially?

Table 3.2: Satisfaction with fairness and impartiality by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Very satisfied	54%	58%	51%	50%	49%	53%	61%	57%	57%	53%
Fairly satisfied	33%	29%	37%	32%	40%	35%	29%	30%	27%	35%
Neither	7%	7%	8%	13%	5%	7%	5%	13%	8%	7%
Fairly dissatisfied	1%	1%	1%	0%	2%	1%	1%	0%	0%	1%
Very dissatisfied	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%
Don't know/can't comment	4%	3%	4%	5%	5%	4%	4%	0%	8%	3%
Net Satisfied	88%	88%	88%	82%	89%	88%	89%	87%	84%	89%
Net Dissatisfied	1%	2%	1%	0%	2%	1%	2%	0%	0%	2%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all

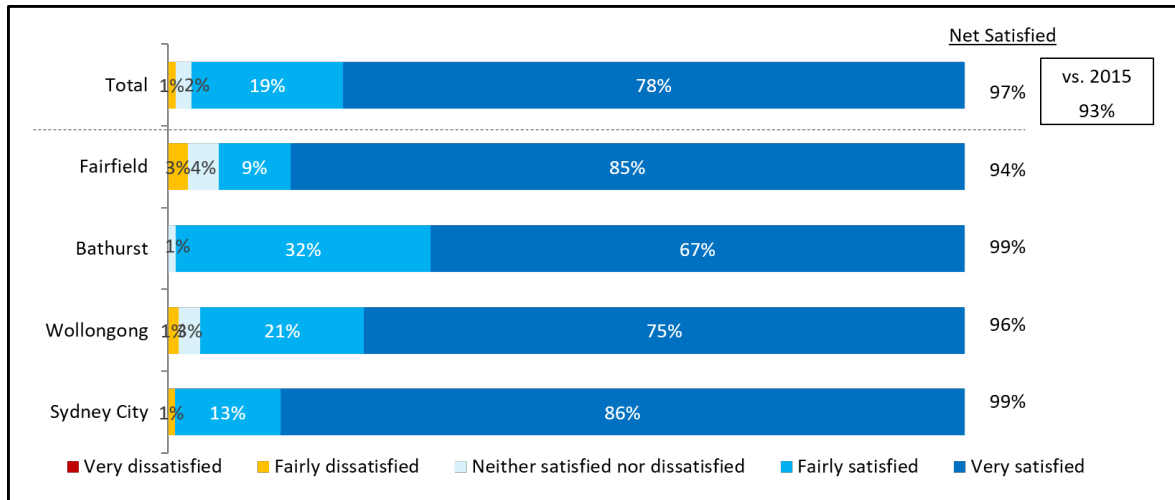
Q2. Overall, how satisfied are you that the NSW Electoral Commission is conducting the State Election fairly and impartially?

### 3.3.2 Satisfaction with overall voting experience

A large majority of early voters (97%) were satisfied with their overall early voting experience, and only 1% were dissatisfied in 2019. The satisfaction rate has improved compared to 2015 (93%).

- Overall satisfaction was high across all four locations with the highest in Sydney City and Bathurst at 99%.
- While the net satisfaction (Very satisfied and Fairly satisfied) was high for Bathurst, voters in Bathurst were more likely to be Fairly satisfied (32%) and less likely to be Very satisfied (67%).

Figure 3.2: Satisfaction with overall early voting experience



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)

Q3. Taking everything into account, how satisfied or dissatisfied were you with your early voting experience today?

Table 3.3: Satisfaction with overall early voting experience by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Very satisfied	78%	77%	80%	68%	76%	81%	81%	70%	84%	76%
Fairly satisfied	19%	19%	19%	26%	19%	17%	18%	26%	12%	21%
Neither	2%	2%	1%	5%	3%	1%	1%	0%	3%	1%
Fairly dissatisfied	1%	2%	0%	0%	2%	1%	1%	4%	0%	1%
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know/can't comment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	97%	96%	99%	95%	95%	98%	98%	96%	97%	97%
Net Dissatisfied	1%	2%	0%	0%	2%	1%	1%	4%	0%	1%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all

Q3. Taking everything into account, how satisfied or dissatisfied were you with your early voting experience today?

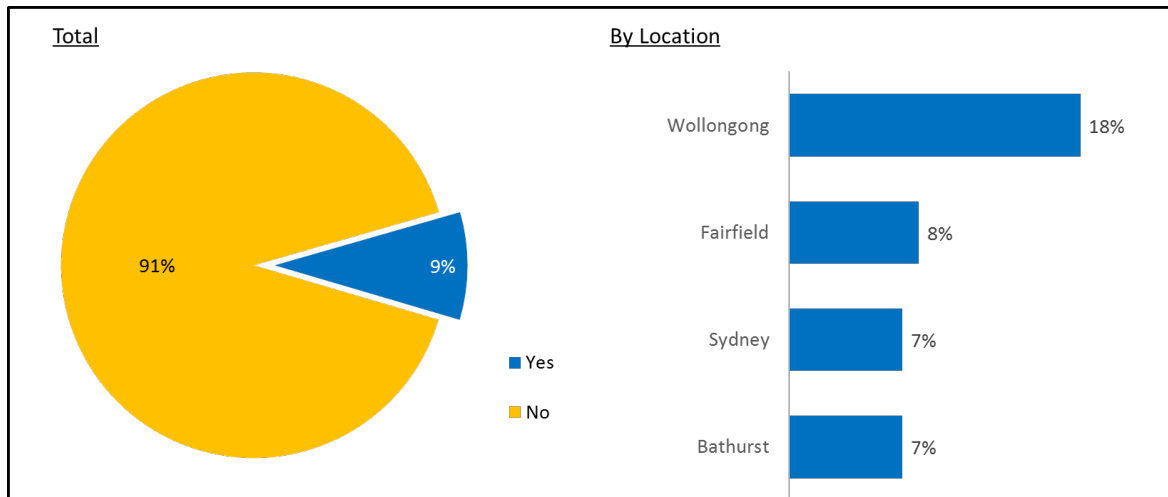
### 3.3.3 Early voting at the 2019 State Election

#### Voting in first State Election

9% of early voters were found to be voting for the first time.

- The proportion of first-time voters was markedly higher in Wollongong.
- Those aged 18-24 years were more likely to be voting for the first time (45%), while those aged 55-74 years were less likely to be voting for the first time (97%).

Figure 3.3: First time voters in State Election



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q1. Is this the first state election you are voting in?

Table 3.4: First time voters in State Election by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	9%	10%	9%	45%	11%	5%	3%	4%	12%	8%
No	91%	90%	91%	55%	89%	95%	97%	96%	88%	92%
Base: n=	364	178	186	38	63	124	114	23*	89	275

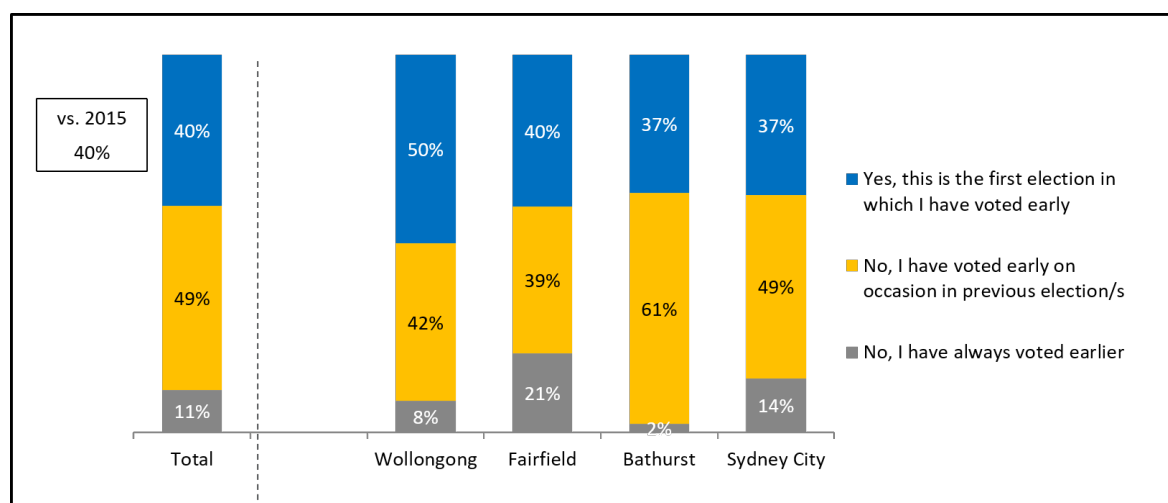
Base: Asked of all  
Q1. Is this the first state election you are voting in?

## Prior experience of early voting

Two in five (40%) voters voted early for the first time at the 2019 State Election. The remaining three-fifths had voted early in previous elections. This incidence has remained consistent compared to 2015.

- Voters in Fairfield were more likely to have always voted early at 21% and voters in Bathurst were more likely to have voted early on occasion in previous elections at 61%.
- Those aged 18-24 years (76%) were more likely to have voted early for the first time at the 2019 State Election, while those aged 55-74 years (59%) were more likely to have voted early on occasion in previous elections.
- Those who speak another language other than English at home (19%) were significantly more likely to have always voted early (vs those who speak English only at home at 9%).

Figure 3.4: Prior experience of early voting



Base: Asked of all (Total n=330, Fairfield n=72, Bathurst n=93, Wollongong n=60, Sydney City n=105)  
Q4. Is this the first State Election in which you have voted early?

Table 3.5: Prior experience of early voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes, this is the first election in which I have voted early	40%	41%	39%	76%	54%	37%	32%	27%	41%	40%
No, I have voted early on occasion in previous election/s	49%	45%	53%	14%	32%	50%	59%	64%	40%	52%
No, I have always voted earlier	11%	14%	8%	10%	14%	13%	9%	9%	19%	9%
Base: n=	330	161	169	21*	56	118	111	22*	78	252

Base: Asked of all  
Q4. Is this the first State Election in which you have voted early?

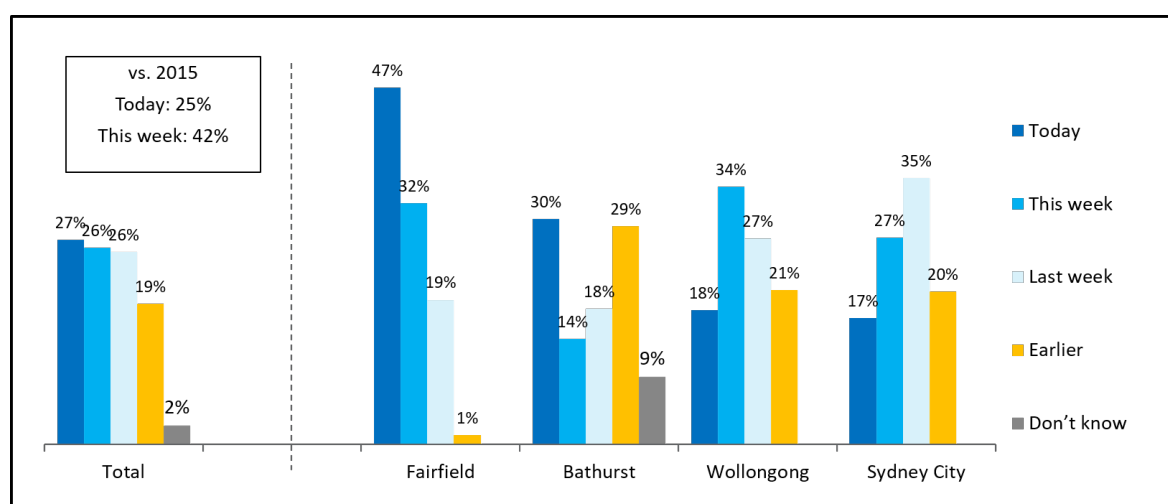
## When decided to early vote

Approximately a quarter (27%) of voters had decided to vote early in the 2019 State Election on the day, which is on par with 2015 (25%).

Around one-quarter (26%) made the decision to vote early in the week leading up to their voting day and another one-quarter (26%) in the week prior.

- The decision to vote early on the day was the highest at Fairfield at 47%. Voters in Bathurst were significantly more likely to have decided to vote early earlier than in the last week at 29% and those in Sydney City were more likely to have decided to vote early in the last week.
- Those aged 18-24 years (45%) were more likely to have made the decision to vote early in the same week.
- Those who speak another language other than English were more likely to have decided to vote early on the day at 38%, while those who speak English only at home were more likely to have decided to vote early earlier than in the last week at 23%.

Figure 3.5: When decided to early vote



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q5. When did you decide to vote early in this election, rather than voting on election day? Was it...?

Table 3.6: When decided to early vote by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Today	27%	30%	25%	29%	38%	23%	26%	17%	38%	24%
This week	26%	25%	27%	45%	22%	24%	25%	26%	31%	24%
Last week	26%	22%	29%	24%	24%	31%	22%	17%	25%	26%
Earlier	19%	21%	16%	3%	11%	20%	25%	30%	6%	23%
Don't know	2%	2%	3%	0%	5%	1%	3%	9%	0%	3%
Base: n=	364	178	186	38	63	124	114	23*	89	275

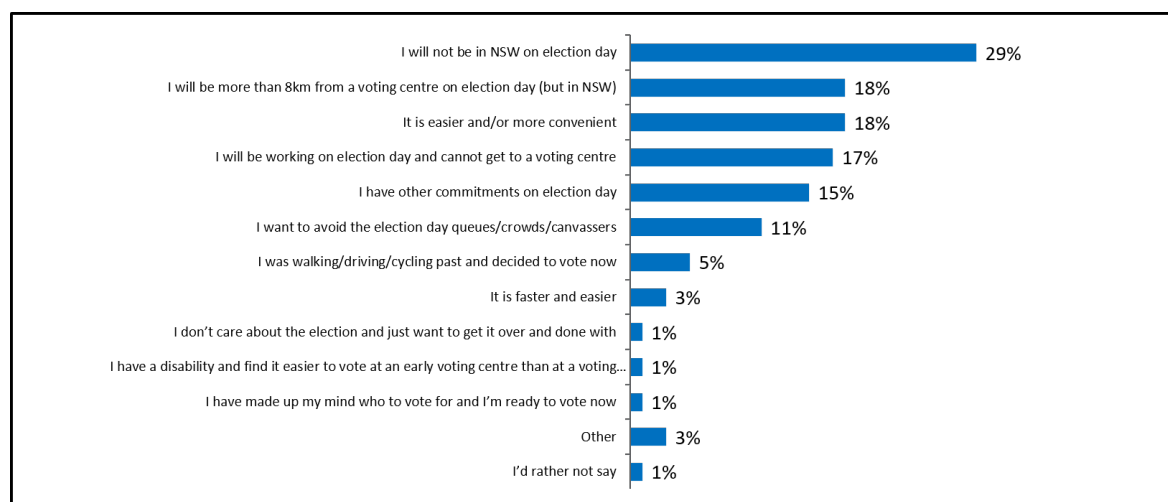
Base: Asked of all  
Q5. When did you decide to vote early in this election, rather than voting on election day? Was it...?

## Reasons for early voting – overall

Most voters voted early because they were going to be out of NSW on election day (29%); followed by being more than 8km from a voting centre on election day (18%) and easier/more convenient (18%). Being more than 8km from a polling place was the most common reason in 2015 at 27%.

- Voters in Bathurst were more likely to have voted early because it is easier or more convenient to vote early (34%), and because they were walking, driving or cycling past the early voting centre and decided to vote (16%).

Figure 3.6: Reasons for early voting



Base: Asked of all (Total n=364)

Q6. And why did you decide to vote today rather than waiting until election day?

Table 3.7: Reasons for early voting by voting centre

	TOTAL	Voting Centre			
		Fairfield	Bathurst	Wollongong	Sydney City
	29%	33%	15%	34%	35%
I will be more than 8km from a voting centre on election day (but in NSW)	18%	8%	19%	19%	25%
It is easier and/or more convenient	18%	27%	34%	4%	7%
I will be working on election day and cannot get to a voting centre	17%	10%	14%	22%	22%
I have other commitments on election day	15%	13%	21%	18%	8%
I want to avoid the election day queues/crowds/canvassers	11%	21%	13%	4%	8%
I was walking/driving/cycling past and decided to vote now	5%	3%	16%	0%	1%
It is faster and easier	3%	6%	5%	3%	0%
I don't care about the election and just want to get it over and done with	1%	0%	2%	1%	0%
I have a disability and find it easier to vote at an early voting centre than at a voting centre on election day	1%	0%	2%	0%	0%
I have made up my mind who to vote for and I'm ready to vote now	1%	1%	1%	0%	0%
Other	3%	4%	2%	3%	3%
I'd rather not say	1%	1%	0%	0%	1%
Base: n=	364	78	100	73	113

Base: Asked of all

Q6. And why did you decide to vote today rather than waiting until election day?

Table 3.8: Reasons for early voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
I will not be in NSW on election day	29%	29%	29%	24%	30%	32%	27%	30%	33%	28%
I will be more than 8km from a voting centre (but in NSW)	18%	17%	19%	18%	16%	18%	23%	4%	9%	21%
It is easier and/or more convenient	18%	17%	19%	8%	17%	19%	20%	26%	25%	16%
Will be working	17%	20%	15%	26%	21%	16%	17%	0%	10%	20%
I have other commitments on election day	15%	12%	17%	3%	8%	17%	18%	22%	13%	15%
To avoid the election day queues/crowds/ canvassers	11%	12%	11%	8%	8%	11%	11%	30%	17%	9%
I was going past and decided to vote now	5%	3%	7%	11%	6%	4%	3%	13%	3%	6%
It is faster and easier	3%	3%	3%	0%	10%	3%	0%	9%	6%	3%
I don't care about the election and just want to get it over and done with	1%	2%	0%	3%	2%	0%	1%	0%	1%	1%
I have a disability and find it easier to vote at an early voting centre	1%	0%	1%	0%	2%	0%	1%	0%	0%	1%
I have made up my mind and I'm ready to vote	1%	1%	1%	0%	2%	0%	1%	0%	0%	1%
Other	3%	3%	2%	5%	3%	2%	3%	0%	4%	2%
I'd rather not say	1%	1%	1%	0%	0%	2%	0%	0%	1%	0%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all

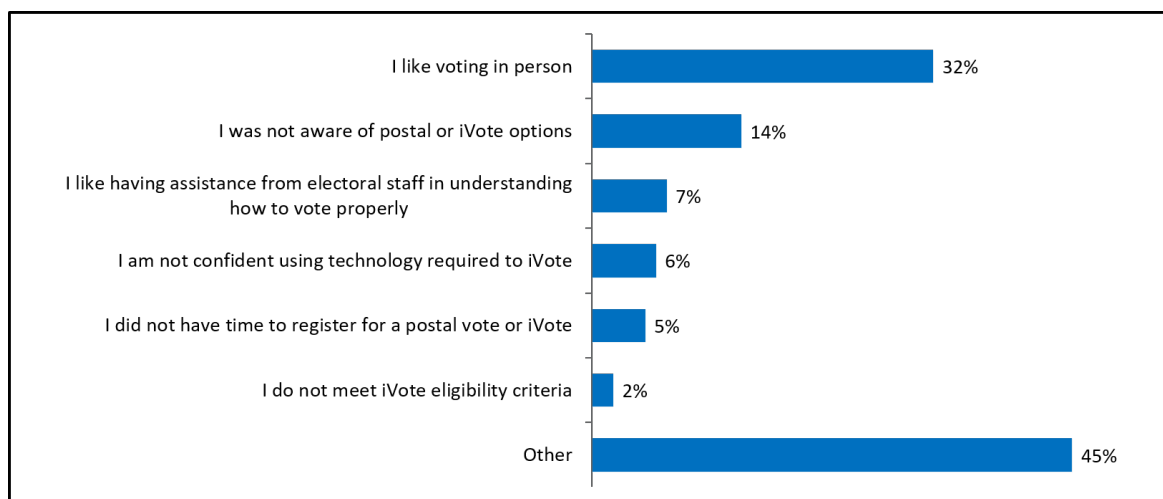
Q6. And why did you decide to vote today rather than waiting until election day?

### Reasons for early voting – in person

The most common reason why early voters vote in person instead of via postal vote or iVote is that they like voting in person (32%).

- This is highest for voters in Fairfield at 49%.
- Voters in Bathurst were significantly more likely to have chosen to vote early in person because they like having assistance from electoral staff in understanding how to vote properly (20%) and because they were not confident using technology required to iVote (15%).
- NB: Other includes a wide variety of responses not able to be coded into any consistent categories.

Figure 3.7: Reasons for early voting in person



Base: Asked of all (Total n=364)

Q6b. Why did you choose attendance early voting today rather than postal or iVote early voting options?

Table 3.9: Reasons for early voting in person by voting centre

	TOTAL	Voting Centre			
		Fairfield	Bathurst	Wollongong	Sydney City
I like voting in person	32%	49%	35%	18%	28%
I was not aware of postal or iVote options	14%	23%	13%	12%	9%
I like having assistance from electoral staff in understanding how to vote properly	7%	5%	20%	0%	0%
I am not confident using technology required to iVote	6%	4%	15%	3%	3%
I did not have time to register for a postal vote or iVote	5%	4%	5%	4%	8%
I do not meet iVote eligibility criteria	2%	1%	0%	3%	4%
Other	45%	24%	34%	68%	55%
Base: n=	364	78	100	73	113

Base: Asked of all

Q6b. Why did you choose attendance early voting today rather than postal or iVote early voting options?

Table 3.10: Reasons for early voting in person by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
I like voting in person	32%	34%	31%	24%	25%	30%	40%	35%	34%	32%
I was not aware of postal or iVote options	14%	13%	14%	24%	22%	14%	8%	4%	22%	11%
I like having assistance from electoral staff in understanding how to vote properly	7%	6%	8%	0%	8%	3%	11%	13%	3%	8%
I am not confident using technology required to iVote	6%	6%	6%	8%	5%	3%	8%	17%	2%	8%
I did not have time to register for a postal vote or iVote	5%	4%	7%	5%	3%	6%	5%	13%	4%	6%
I do not meet iVote eligibility criteria	2%	1%	4%	3%	6%	2%	1%	0%	3%	2%
Other	45%	48%	43%	42%	41%	52%	41%	48%	36%	48%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all

Q6b. Why did you choose attendance early voting today rather than postal or iVote early voting options?

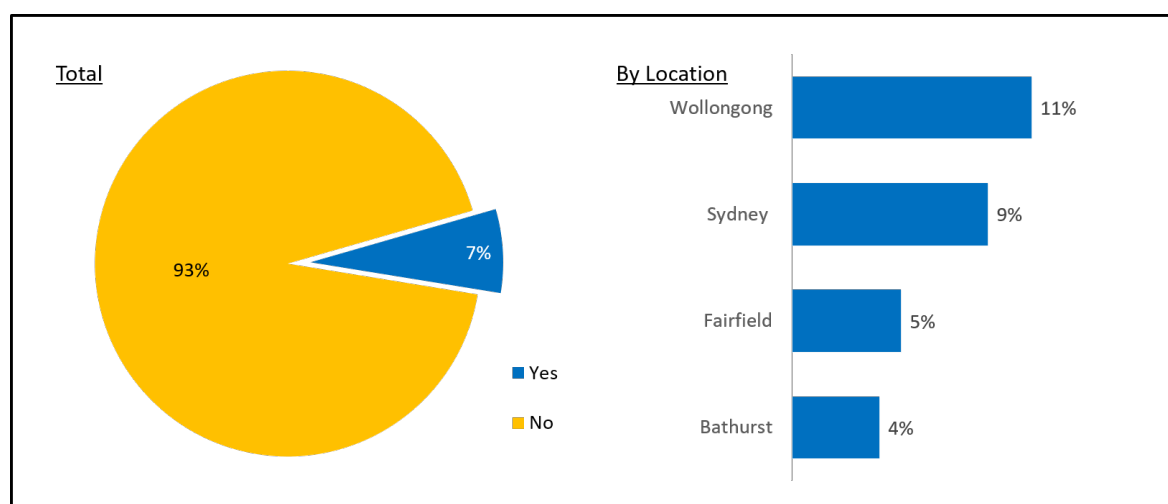


## Received an email/SMS prompt before early voting

7% recall receiving an email or SMS message prompt to early vote from the NSW Electoral Commission.

- No significant differences in recall were apparent on the basis of location or demographic characteristics.

Figure 3.8: Received an email/SMS prompt before early voting



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q6c. Did you receive an email or SMS message prompt to early vote from the NSW Electoral Commission prior to voting today?

Table 3.11: Received an email/SMS prompt before early voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	7%	6%	8%	5%	10%	7%	7%	4%	7%	7%
No	93%	94%	92%	95%	90%	93%	93%	96%	93%	93%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all  
Q6c. Did you receive an email or SMS message prompt to early vote from the NSW Electoral Commission prior to voting today?

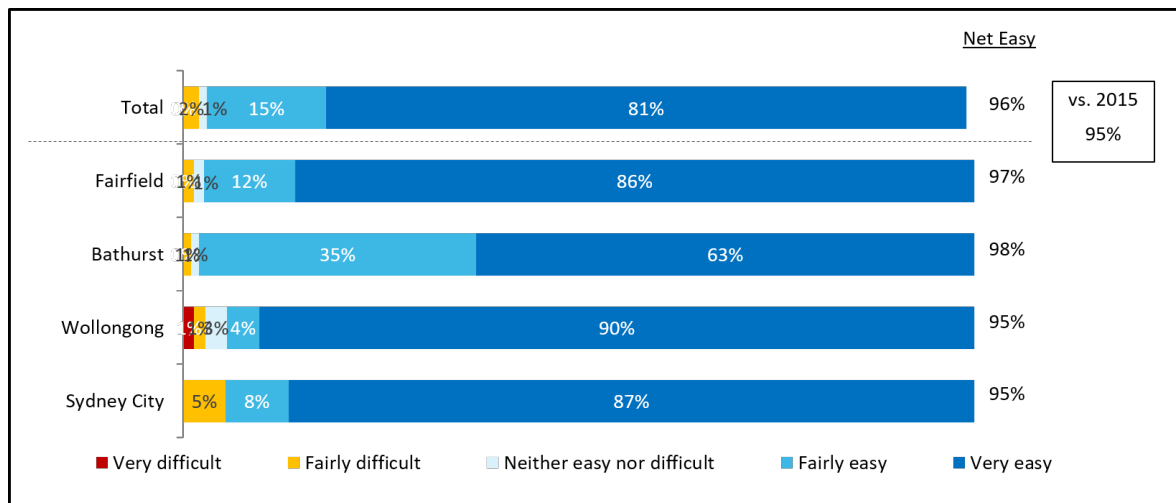
### 3.3.4 Experience at voting centre

#### Ease of early voting

Most early voters found voting at the early voting centre easy, with 81% saying the process is Very easy and 15% saying Fairly easy. Only 2% found the process difficult. The perception of ease is consistent to 2015 (75% Very easy and 20% Fairly easy).

- Perceived ease of early voting experience was high across all locations.
- While the 'net easy' result (Very easy and Fairly easy) was the highest for Bathurst, voters in Bathurst were more likely to find the process Fairly easy (35%) and less likely to find the process Very easy (63%).

Figure 3.9: Ease of early voting



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q7. Overall, how easy or difficult did you find voting at this early voting centre today?

Table 3.12: Ease of early voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Very easy	81%	83%	78%	84%	78%	85%	80%	61%	89%	78%
Fairly easy	15%	13%	17%	8%	21%	14%	14%	30%	9%	17%
Neither	1%	1%	1%	5%	0%	0%	2%	0%	2%	1%
Fairly difficult	2%	2%	3%	3%	2%	1%	4%	9%	0%	3%
Very difficult	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Easy	96%	97%	96%	92%	98%	99%	94%	91%	98%	96%
Net Difficult	3%	2%	3%	3%	2%	1%	4%	9%	0%	4%
Base: n=	364	178	186	38	63	124	114	23*	89	275

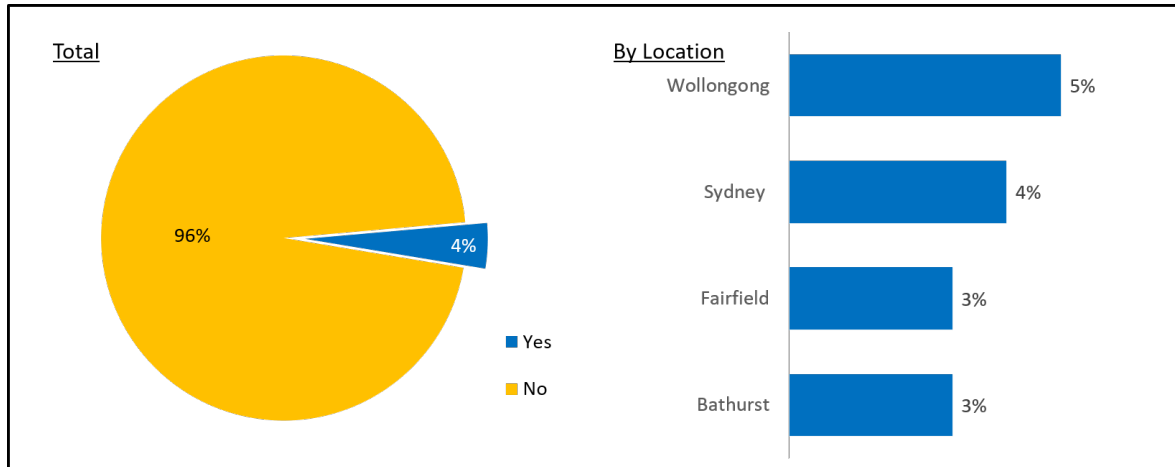
Base: Asked of all  
Q7. Overall, how easy or difficult did you find voting at this early voting centre today?

## Safety in voting centre

The vast majority (96%) of early voters said they did not notice any safety issues in the voting centre and only 4% said they did notice safety issues.

- Those aged 55-74 years were more likely to have noticed safety issues in the voting centre at 8%.

Figure 3.10: Safety in the voting centre



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q8. Did you notice any safety issues in the voting centre today? For example, a trip hazard.

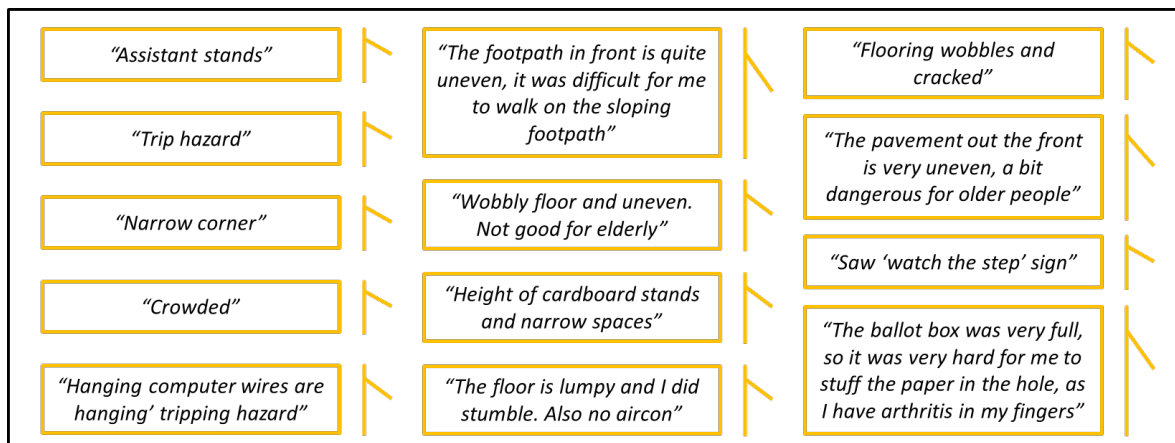
Table 3.13: Safety in the voting centre by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	4%	2%	5%	0%	0%	3%	8%	0%	3%	4%
No	96%	98%	95%	100%	100%	97%	92%	100%	97%	96%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all  
Q8. Did you notice any safety issues in the voting centre today? For example, a trip hazard?

Some of the safety issues mentioned by respondents were uneven floor and crowded spaces. Below are the specific comments:

Figure 3.11: Safety in the voting centre



Base: Asked those who said they noticed any safety issues (Total n=13\*)  
Q9. What safety issues or hazards do you notice?

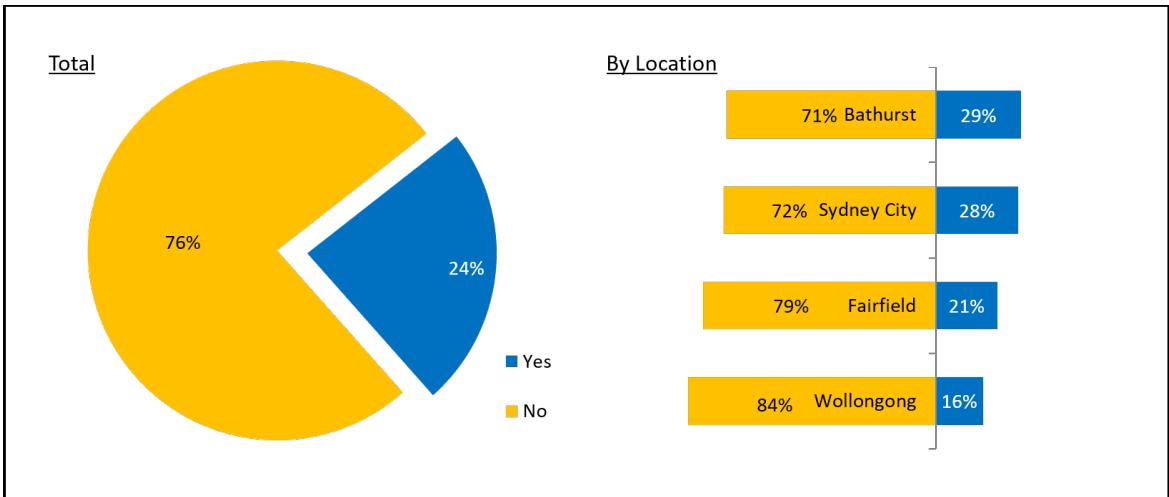
### 3.3.5 Assistance from election staff

#### Seeking of assistance

Approximately a quarter (24%) of voters asked for help from election staff.

- No significant differences in asking for assistance were apparent on the basis of location or demographic characteristics.

Figure 3.12: Respondents who asked assistance in early voting



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q10. Did you ask for help from election staff today?

Table 3.14: Respondents who asked assistance in early voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	24%	27%	22%	24%	29%	22%	25%	30%	28%	23%
No	76%	73%	78%	76%	71%	78%	75%	70%	72%	77%
Base: n=	364	178	186	38	63	124	114	23*	89	275

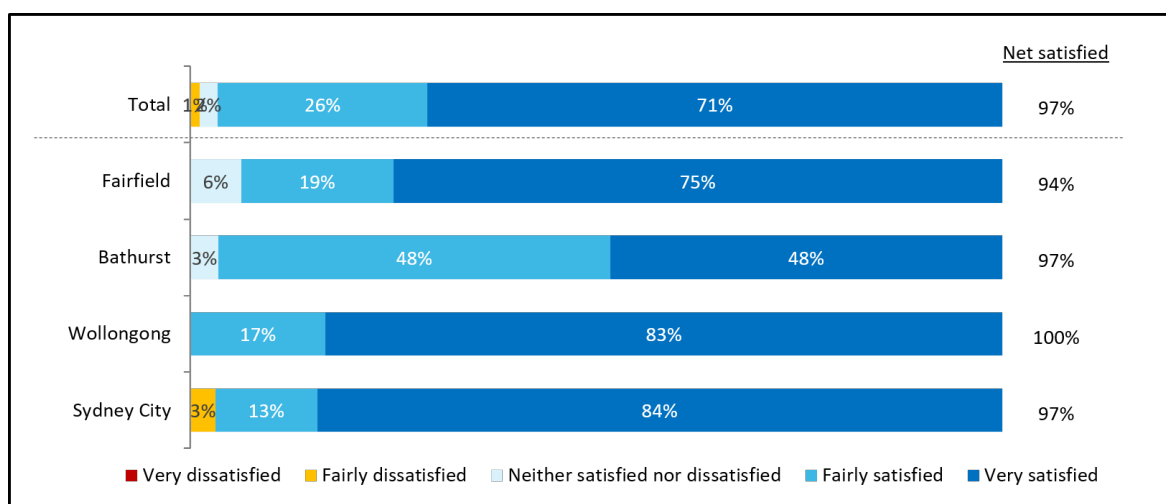
Base: Asked of all  
Q10. Did you ask for help from election staff today?

## Satisfaction with assistance received

Among those who asked for assistance a high majority (97%) were satisfied with the assistance they received.

- The satisfaction with assistance received was significantly lower at the Very satisfied level in Bathurst at 48%, while it is 75% or above in other areas.
- No significant differences in satisfaction with assistance received were apparent on the basis of demographic characteristics.

Figure 3.13: Satisfaction with the help offered



Base: Asked those who were helped (Total n=89, Fairfield n=16\*, Bathurst n=29\*, Wollongong n=12\*, Sydney City n=32)  
Q11. How satisfied or dissatisfied were you with this help?

Table 3.15: Satisfaction with the help offered by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Very satisfied	71%	69%	73%	56%	61%	67%	79%	100%	80%	67%
Fairly satisfied	26%	27%	24%	33%	39%	33%	14%	0%	16%	30%
Neither	2%	4%	0%	11%	0%	0%	4%	0%	4%	2%
Fairly dissatisfied	1%	0%	2%	0%	0%	0%	4%	0%	0%	2%
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know/can't comment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	97%	96%	98%	89%	100%	100%	93%	100%	96%	97%
Net Dissatisfied	1%	0%	2%	0%	0%	0%	4%	0%	0%	2%
Base: n=	89	48	41	9*	18*	27*	28*	7*	25*	64

Base: Asked of all  
Q11. How satisfied or dissatisfied were you with this help?

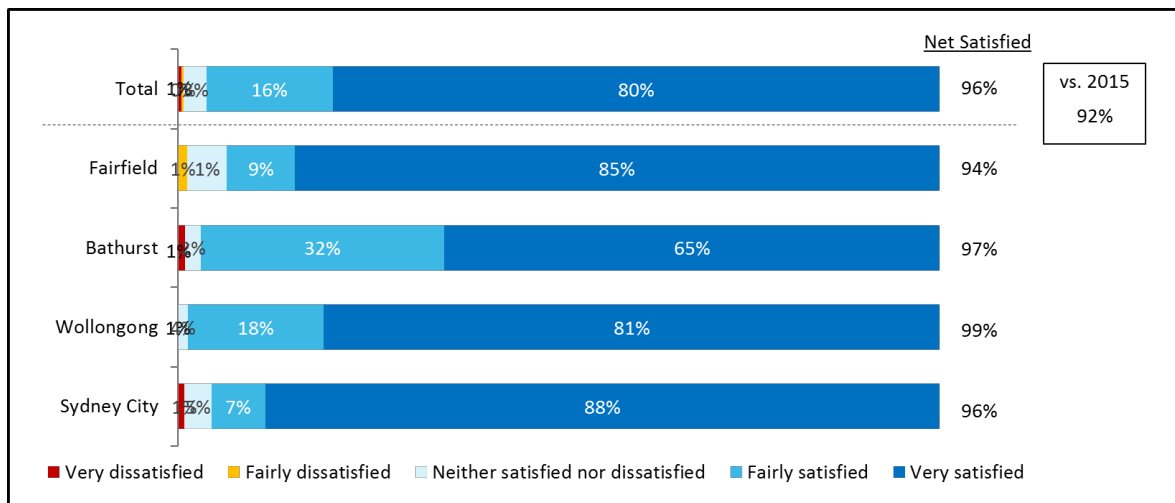
### 3.3.6 Time spent at voting centre

#### Satisfaction with time spent

Most early voters (96%) are satisfied with the time spent in the voting centre, with four in five Very satisfied (80%) and almost one in five Fairly satisfied (16%). The satisfaction with time spent in the voting centre has improved marginally compared to 2015 (92%).

- Voters in Bathurst were more likely to be Fairly satisfied (32%) and less likely to be Very satisfied (65%).
- No significant differences in satisfaction with time spent in voting centre were apparent on the basis of demographic characteristics.

Figure 3.14: Satisfaction with the time spent in the voting centre



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q15. How satisfied or dissatisfied were you with the amount of time you spent in the voting centre today?

Table 3.16: Satisfaction with the time spent in the voting centre by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Very satisfied	80%	77%	82%	66%	75%	83%	83%	78%	87%	77%
Fairly satisfied	16%	17%	16%	26%	22%	15%	12%	17%	9%	19%
Neither	3%	4%	2%	5%	3%	2%	4%	4%	3%	3%
Fairly dissatisfied	0%	1%	0%	3%	0%	0%	0%	0%	1%	0%
Very dissatisfied	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%
Don't know/can't comment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	96%	94%	98%	92%	97%	98%	96%	96%	96%	96%
Net Dissatisfied	1%	2%	0%	3%	0%	1%	1%	0%	1%	1%
Base: n=	364	178	186	38	63	124	114	23*	89	275

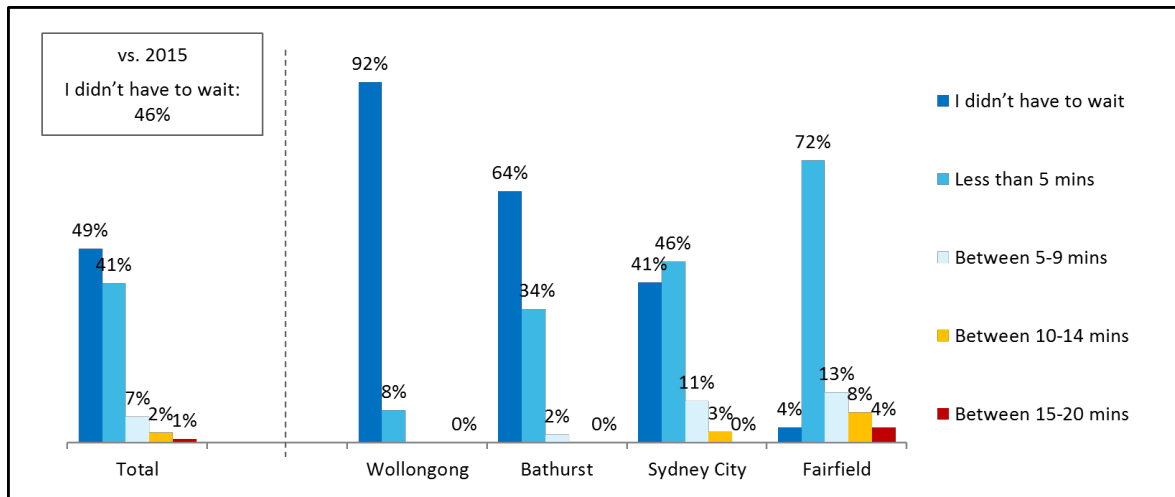
Base: Asked of all  
Q15. How satisfied or dissatisfied were you with the amount of time you spent in the voting centre today?

## Time spent queuing

Around half (49%) of early voters did not have to queue before they voted; this has improved slightly compared to 2015 with 46% not having to wait in the last election.

- Most voters in Wollongong (92%) and Bathurst (64%) did not have to wait to vote. Voters in Fairfield were more likely to have waited in the queue for less than 5 minutes (72%).

Figure 3.15: Time spent queuing for voting



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q17. To the best of your knowledge, how long did you have to queue before you voted?

Table 3.17: Time spent queuing for voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
I didn't have to wait	49%	47%	52%	42%	40%	52%	54%	57%	20%	59%
Less than 5 minutes	41%	41%	40%	47%	44%	39%	39%	35%	64%	33%
Between 5-9 minutes	7%	8%	5%	5%	10%	6%	4%	9%	8%	6%
Between 10-14 minutes	2%	2%	3%	5%	5%	2%	1%	0%	6%	1%
Between 15-20 minutes	1%	2%	0%	0%	2%	1%	1%	0%	2%	0%
Over 20 minutes	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all  
Q17. To the best of your knowledge, how long did you have to queue before you voted?

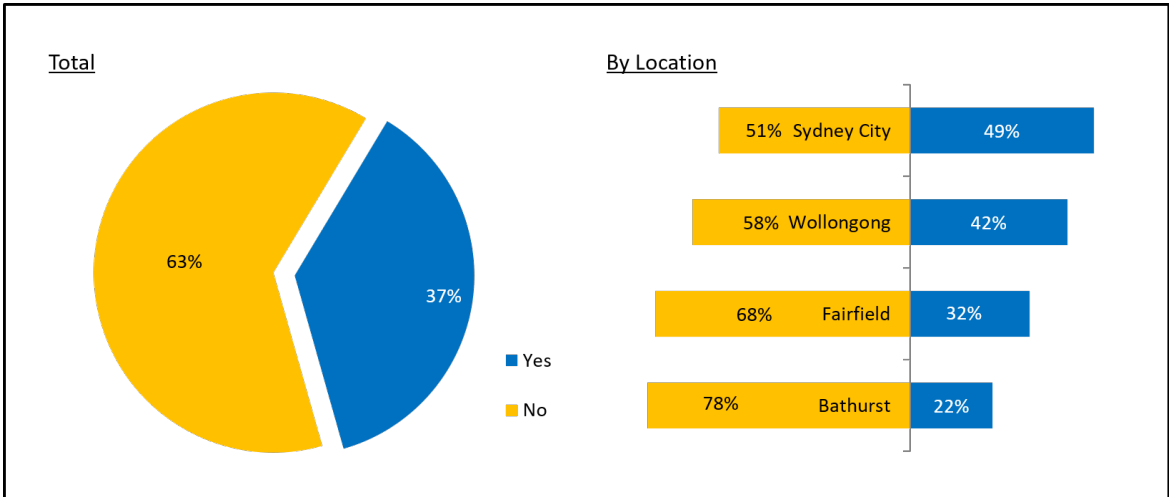
3.3.7 Electoral Commission website (elections.nsw.gov.au)

Usage of website

Approximately two in five (37%) early voters used the NSW Electoral Commission website (elections.nsw.gov.au) to look for information.

- Early voters in Sydney City were more likely to use the Electoral Commission website (49%) and early voters in Bathurst are less likely to use it (22%).
- No significant differences in using the NSW Electoral Commission website to look for information were apparent on the basis of demographic characteristics.

Figure 3.16: Electoral Commission website usage



Base: Asked of all (Total n=364, Fairfield n=78, Bathurst n=100, Wollongong n=73, Sydney City n=113)  
Q12. Did you use the NSW Electoral Commission website to look for any information e.g. early voting centres?

Table 3.18: Electoral Commission website usage by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	37%	34%	39%	47%	41%	37%	32%	30%	28%	39%
No	63%	66%	61%	53%	59%	63%	68%	70%	72%	61%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all  
Q12. Did you use the NSW Electoral Commission website to look for any information e.g. early voting centres?

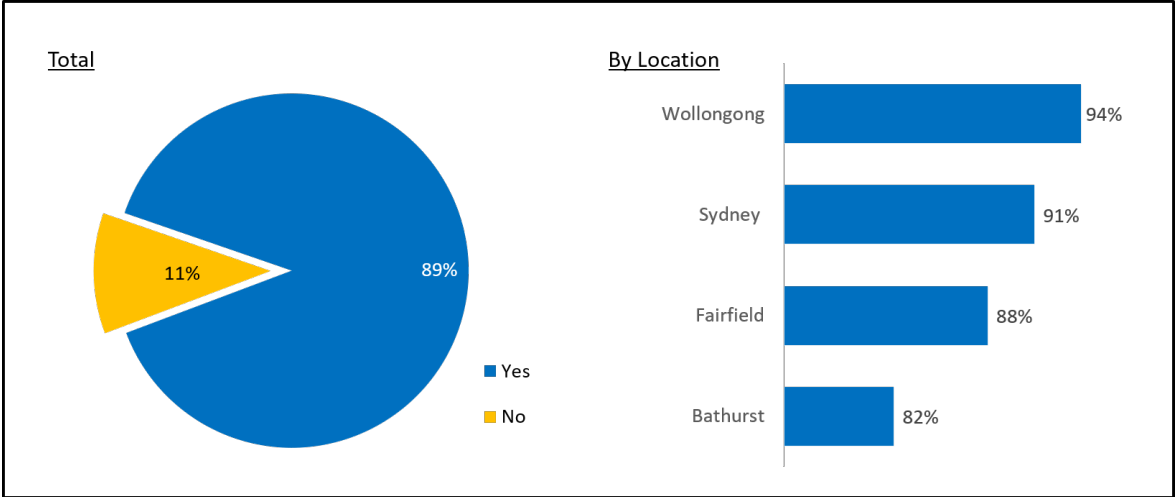


Finding of information sought on NSW Electoral Commission website

Amongst the early voters who used the NSW Electoral Commission website to look for information, nine in ten (89%) found what they were looking for.

- No significant differences were apparent on the basis of location or demographic characteristics.

Figure 3.17: Finding of information sought on NSW Electoral Commission website



Base Asked of respondents who used website (Total n=133, Fairfield n=25\*, Bathurst n=22\*, Wollongong n=31, Sydney City n=55)  
Q13. Did you find what you were looking for?

Table 3.19: Finding of information sought on NSW Electoral Commission website by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	89%	90%	89%	94%	92%	89%	89%	71%	92%	89%
No	11%	10%	11%	6%	8%	11%	11%	29%	8%	11%
Base: n=	133	61	72	18*	26*	46	36	7*	25*	108

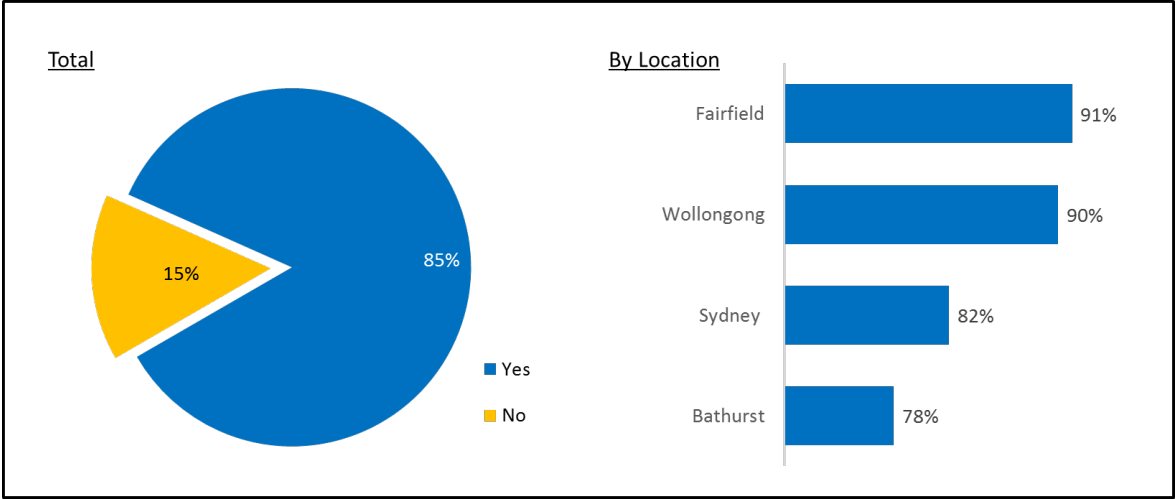
Base: Asked of respondents who used website  
Q13. Did you find what you were looking for?

Ease of finding information on NSW Electoral Commission website

Amongst the early voters who used the NSW Electoral Commission website to look for information, 85% said that it was easy to find.

- No significant differences were apparent on the basis of location or demographic characteristics.

Figure 3.18: Ease of navigation of NSW Electoral Commission website



Base: Asked of those who found what they were looking for on website (Total n=119, Fairfield n=22\*, Bathurst n=18\*, Wollongong n=29\*, Sydney City n=50)  
Q14. If yes, was it easy to find?

Table 3.20: Ease of navigation on electoral website by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Yes	85%	80%	89%	94%	79%	85%	84%	80%	87%	84%
No	15%	20%	11%	6%	21%	15%	16%	20%	13%	16%
Base: n=	119	55	64	17*	24*	41	32	5*	23*	96

Base: Asked of those who found what they were looking for on website  
Q14. If yes, was it easy to find?

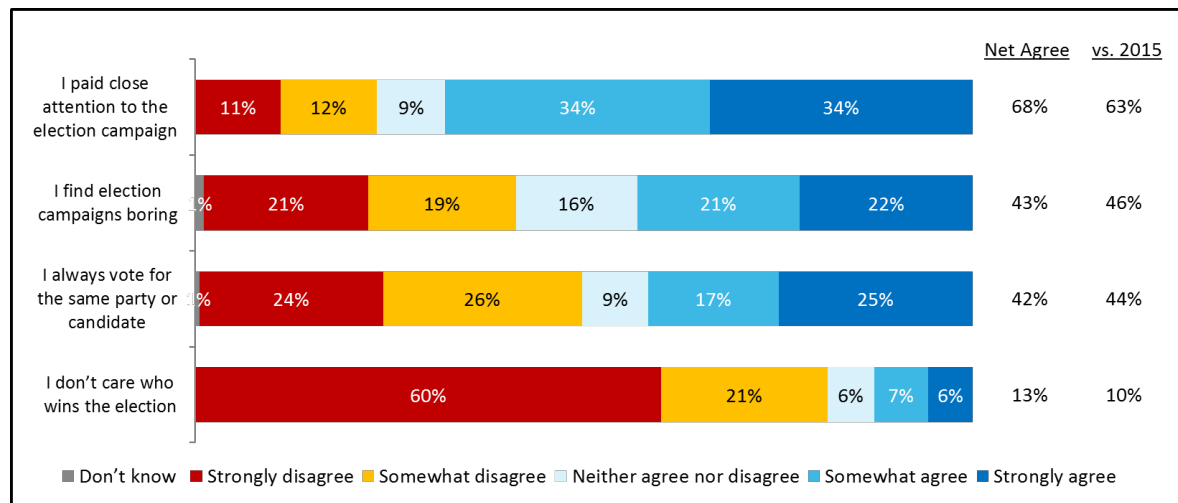
### 3.3.8 Attitudes towards the election and voting

#### General attitudes

Approximately two in three (68%) agreed that they paid close attention to the election campaign. This has increased marginally compared to 2015 (63%).

- Approximately two in five agreed that they find election campaigns boring (43% vs 46% in 2015) and that they always vote for the same party or candidate (42% vs 44% in 2015).
- Early voters in Bathurst and Sydney are slightly more likely to agree that they paid close attention to the election campaign.
- 13% stated that they do not care who wins the election (vs 10% in 2015).

Figure 3.19: Attitudes towards the election and voting



Base: Asked of all (Total n=364)

Q18. I am going to read you a series of statements about your attitudes towards the election and voting and ask you to what extent you agree or disagree with each.

Table 3.21: Attitudes towards the election and voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
I paid close attention to the election campaign	68%	65%	70%	55%	54%	71%	73%	87%	62%	70%
I find election campaigns boring	43%	42%	45%	42%	37%	48%	41%	43%	37%	45%
I always vote for the same party or candidate	42%	41%	42%	29%	33%	40%	50%	57%	51%	39%
I don't care who wins the election	13%	13%	12%	18%	17%	15%	7%	4%	21%	10%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all

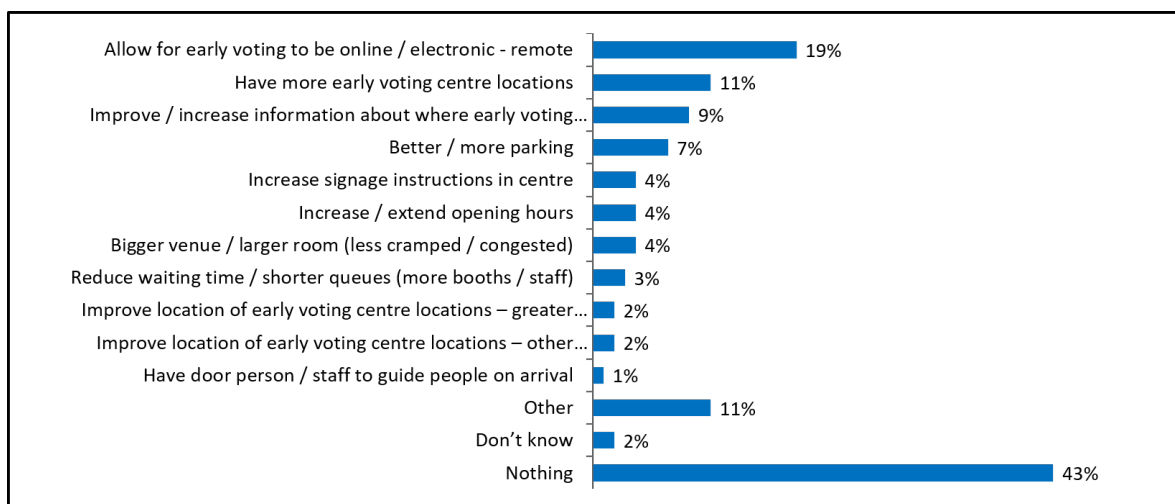
Q18. I am going to read you a series of statements about your attitudes towards the election and voting and ask you to what extent you agree or disagree with each.

### 3.3.9 Improvements to early voting

Approximately two in five (43%) early voters felt that there is nothing to improve on the early voting process (vs 22% in 2015).

- The option for early voting to be online or electronic (19%) is the most common suggestion; followed by having more early voting locations (11%).
- Early voters in Fairfield were more likely to state better or more parking (22%) and reduce waiting time (10%) as areas for improvement, while early voters in Wollongong were more likely to have felt that there is nothing to improve on the process.
- Those who speak another language other than English at home were significantly more likely to state better or more parking (16%), bigger venue (10%) and reduce waiting time (8%) as areas for improvement.

Figure 3.20: Improvements for early voting by voting centre



Base: Asked of all (Total n=364)

Q20. How, if at all, do you think early voting could be improved in the future?

Table 3.22: Improvements for early voting by voting centre

	TOTAL	Voting Centre			
		Fairfield	Bathurst	Wollongong	Sydney City
Allow for early voting to be online / electronic	19%	26%	9%	19%	23%
Have more early voting centre locations	11%	9%	13%	5%	13%
Improve / increase information about where located	9%	6%	14%	8%	6%
Better / more parking	7%	22%	8%	1%	1%
Increase signage instructions in centre	4%	6%	5%	1%	4%
Increase / extend opening hours	4%	3%	8%	3%	4%
Bigger venue / larger room (less congested)	4%	9%	6%	0%	2%
Reduce waiting time / shorter queues	3%	10%	0%	0%	2%
Improve location of early voting centre locations – greater public transport accessibility	2%	6%	2%	0%	2%
Improve location of early voting centre locations – other accessibility	2%	0%	5%	0%	1%
Have door person / staff to guide people on arrival	1%	3%	0%	0%	1%
Other	11%	8%	5%	8%	19%
Don't know	2%	0%	8%	0%	1%
Nothing	43%	33%	40%	59%	41%
Base: n=	364	78	100	73	113

Base: Asked of all

Q20. How, if at all, do you think early voting could be improved in the future?

Table 3.23: Improvements for early voting by demographics

	TOTAL	GENDER		AGE					LANGUAGE	
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	CALD	English only
Allow for early voting to be online / electronic - remote	19%	19%	19%	32%	25%	19%	15%	0%	20%	19%
Have more early voting centre locations	11%	12%	9%	18%	11%	10%	9%	9%	10%	11%
Improve / increase information about where early voting centres located	9%	7%	10%	5%	14%	9%	8%	4%	4%	10%
Better / more parking	7%	4%	10%	16%	8%	7%	4%	9%	16%	5%
Increase signage instructions in centre	4%	3%	5%	8%	6%	2%	5%	4%	4%	4%
Increase / extend opening hours	4%	4%	5%	0%	3%	6%	5%	4%	1%	5%
Bigger venue / larger room (less cramped / congested)	4%	2%	6%	8%	3%	5%	4%	0%	10%	2%
Reduce waiting time / shorter queues (more booths / staff)	3%	3%	3%	8%	2%	2%	2%	4%	8%	1%
Base: n=	364	178	186	38	63	124	114	23*	89	275

Base: Asked of all

Q20. How, if at all, do you think early voting could be improved in the future?

## 4. Core Elector Survey

### 4.1 Summary of key findings

#### Comparison between 2019 and 2015

In 2019, the majority of common metrics have recorded consistent results with those from the 2015 survey, however significant decreases have been recorded in:

- Voting on the day.
- Satisfaction State Election was conducted fairly and impartially.
- Satisfaction with overall voting experience.
- Satisfaction with the amount of time spent in polling place.
- Usage of NSW Electoral Commission election enquiries line.
- Satisfaction with the speed election results available.
- Confidence in accuracy of results.

#### Claimed ways of finding out about the 2019 NSW State Election

Approximately one in three (35%) claimed that they found out about the 2019 State Election via the television and 22% through a news article.

#### Participation in the 2019 State Election

Approximately two in three (68%) respondents voted on election day and almost one in three (29%) voted early, while in 2015, 75% voted on election day and 23% voted early.

Not being enrolled or moved from Electoral Area is the main reason for not voting in the 2019 State Election.

#### Voting method on election day

Amongst those who voted on the day, nine in ten (92%) voted in person at a voting centre in their own electorate, while almost one in ten voted in person at a voting centre in another electorate. This result is on par with the 2015 result (91%).

#### Fairness and impartiality

Approximately eight in ten (82%) voters were either Very satisfied or Fairly satisfied that the NSW Electoral Commission conducted the State Election fairly and impartially. The satisfaction has decreased slightly compared to 2015 at 89%.

#### Satisfaction with overall voting experience

Eight in ten (84%) voters were satisfied with the overall voting experience. The satisfaction has decreased slightly compared to 2015 at 88%.

#### Early voting

Amongst those who voted before election day, the majority voted early in person and in their own electorate.

Amongst those who voted early in person or postal voted, around one in five (19%) early voted because they were working on election day and could not get to a voting centre, and a similar proportion (18%) because they were more than 8km from a voting centre on election day.

Amongst the voters who used postal voting, 91% were satisfied with the postal voting service. This satisfaction level is on par with 2015 (95%).

Almost one in three (29%) of those who used postal voting claim to have received their postal vote forms automatically.

Of the 14 sampled voters who postal voted and completed the online postal vote application process, n=13 or 92% were net satisfied with the online application process (n=10 or 71% Very satisfied and n=3 or 21% Fairly satisfied).

### **Electoral roll details**

Amongst those who voted in the 2019 State Election, 95% stated their details on the electoral roll were correct. This is on par with 2015.

### **Experience voting in person on the day**

Amongst those who voted in person, almost half (44%) went to the same place they voted last election.

Amongst those who voted outside their own electorate, 10% experienced difficulties as a result of voting outside their own electorate. The results are on par with 2015 (10% in 2015).

Amongst those who voted in person:

- Nine in ten (92%) voters were satisfied with the facilities of the voting centre they used.
- Nine in ten (89%) voters were satisfied with the amount of time spent in the voting centre. The satisfaction level is on par with 2015 (92%). Amongst those who were dissatisfied this was mainly due to the waiting time in the queue before getting their name marked off (81%).
- 33% of voters did not have to queue before they voted; this has decreased slightly compared to 2015, with 40% not having to wait in the last State election.
- 9% of voters asked for assistance in understanding how to vote. Amongst those who asked for assistance, over eight in ten (85%) were satisfied with the assistance received.
- Only 5% of voters stated they noticed any safety issues in the voting centre.

Additionally:

- Among those who speak a language other than English at home, none received assistance in a language other than English and only 7% received some other form of assistance.
- Among those who have additional needs potentially requiring specialised information, around one in ten were aware that information was available in large print, Auslan or audio files (14%, 14% and 12% respectively).
- Among those who have additional needs potentially requiring specialised equipment, 5% used a maxi or jumbo pen and 2% used a magnifying sheet.
- 83% said they felt informed about how to fill in a ballot paper and 80% felt informed about finding out where to vote on election day. However, only 61% felt informed about how to check and update their enrolment details, and only 64% felt informed about early and alternative voting options.
- 73% stated that there is no other additional information they would have liked to receive. Amongst those who wanted additional information: 44% would like to receive direct mail sent to their home address.

## **NSW Electoral Commission election enquiries line**

Only 1% of voters in the survey called the NSW Electoral Commission election enquiries line since the State Election was announced (vs 3% in 2015).

- Of those who called, the most common reason for calling was to find out about the postal vote application process (18%).
- Of the 16 voters surveyed who called the NSW Electoral Commission election enquiries line n=7 or 44% were satisfied with the service they received.

## **NSW Electoral Commission website ([elections.nsw.gov.au](https://elections.nsw.gov.au))**

Almost one in four (23%) had visited the NSW Electoral Commission website since the State Election was announced. The website visitation rate is on par with 2015 (20%).

Of those who visited the NSW Electoral Commission website:

- 78% were satisfied with the website (42% Very satisfied and 36% Fairly satisfied). Satisfaction has decreased slightly compared to 2015 (83%).
- 46% visited in the week before the election day and 29% visited earlier than the week before election day.
- 56% accessed it using a computer and half (47%) accessed it using a smartphone.
- 41% visited in order to find out where the nearest voting centre was.
- 86% found the information they wanted. Of those who were not able to find information on the website, 44% had problems with navigating or finding information on the website.

Of those who did not visit the NSW Electoral Commission website, two in three (65%) did not visit because they did not need assistance.

## **Election results**

Just over half (54%) followed results of the 2019 State Election on election night.

Of those who followed the results:

- 78% got information about the election from television.
- 87% of those who followed the results on the night were satisfied with the speed of results available – this has decreased compared to 2015 (96%).

Approximately eight in ten (84%) are confident that the election results are accurate (47% Very confident and 37% Fairly confident). The confidence in accuracy of results has decreased compared to 2015 (91%).

## **Political donations**

Just over half (57%) were aware that there is legislation that governs making political donations in NSW.

- Of those who were aware of the legislation, two in five (41%) know they can find this information on the NSW Electoral Commission website.
- Of those who were aware of this information is on the NSW Electoral Commission website, 5% accessed this information before casting their vote.



## 4.2 Comparison to 2015 Core Elector survey results

The table below details the comparison of metrics common across both the 2019 and 2015 elector questionnaires.

As can be seen in 2019, the majority of common metrics have recorded consistent results with those from the 2015 survey, however significant decreases have been recorded in:

- Voting on the day.
- Satisfaction State Election was conducted fairly and impartially.
- Satisfaction with overall voting experience.
- Satisfaction with the amount of time spent in polling place.
- Usage of NSW Electoral Commission election enquiries line.
- Satisfaction with the speed election results available.
- Confidence in accuracy of results.

Table 4.1: Core Elector survey data comparison between 2019 and 2015

	2019	2015
When voted in this election (Base: Total n=1200)	Before: 29% On the day: 68%	Before: 23% On the day: 75%
Satisfaction that State Election was conducted fairly and impartially (net Very / Fairly satisfied) (Base: Total n=1200)	82%	89%
Satisfaction with overall voting experience (net Very / Fairly satisfied) (Base: Respondents who voted n=1161)	84%	88%
Voted in person at a voting centre in your own electorate (Base: Respondents who voted on the day n=803)	92%	91%
Duration at the queue before voting (Base Respondents who voted in person n=1098)	No wait: 33% < 5 mins: 36%	No wait: 40% < 5 mins: 26%
Satisfaction with the amount of time spent at polling place (net Very / Fairly satisfied) (Base Respondents who voted in person n=1098)	89%	92%
Satisfaction with postal voting service (net Very / Fairly satisfied) (Base: Respondents who postal voted n=59)	91%	95%
Called NSW Electoral Commission enquiries line (1300 135 736) (Base: Total n=1200)	1%	3%
Visited NSW Electoral Commission website (elections.nsw.govs.au) (Base: Total n=1200)	23%	20%
Satisfaction with website (net Very / Fairly satisfied) (Base: Respondents who used the website n=268)	78%	83%
Details correct on electoral roll – ‘Yes’ (Bas: Respondents who voted n=1161)	95%	95%
Difficulties with voting outside own electorate – ‘Yes’ (Base: Respondents who voted outside own electorate n=107)	10%	10%
Followed results on election night (Base: Total n=1200)	54%	54%
Satisfaction with the speed election results available (net Very / Fairly satisfied) (Base Respondents who followed results n=659)	87%	96%
Confident that results are accurate (net Very / Fairly confident) (Base: Total n=1200)	84%	91%

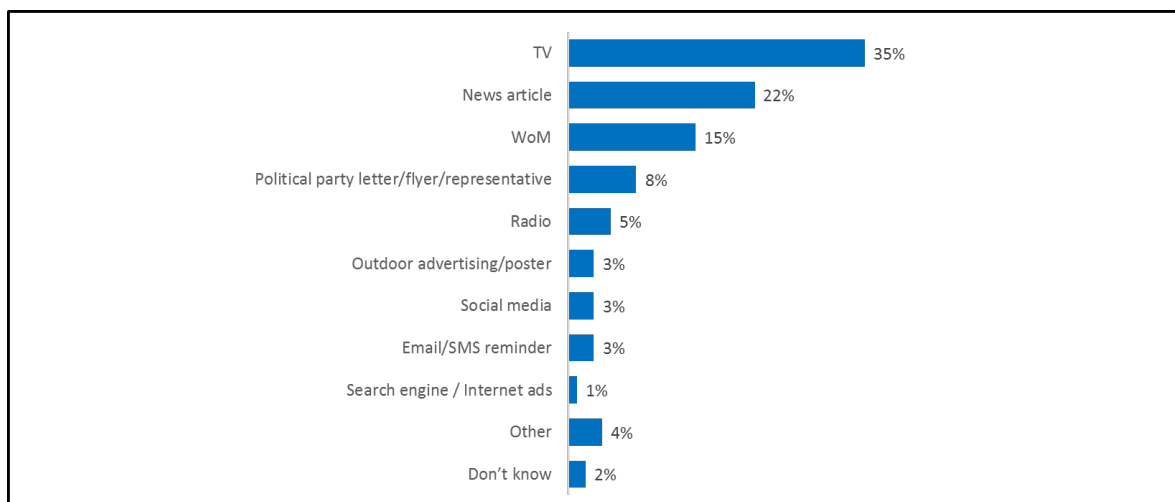
## 4.3 Detailed Findings

### 4.3.1 Claimed ways of finding out about the 2019 NSW State Election

Approximately one in three (35%) claimed that they found out about the 2019 State Election via the television and 22% through a news article.

- Respondents in metro areas had a higher likelihood of finding out from a friend, family member or neighbour (18%).
- Those aged 55-74 years (49%) and those aged 75+ years (49%) were significantly more likely to have found out about the election through TV ads. Those aged 18-24 years (37%) and 25-34 years (23%) had a higher likelihood of finding out about the election via family, friends or neighbours. Those aged 18-24 years had a higher likelihood of finding out via social media (9%).

Figure 4.1: Claimed ways of finding out about the NSW State Election



Base: Asked of all (Total n=1200)  
Q12. How did you find out about the NSW State Election?

Table 4.2: Claimed ways of finding out about the NSW State Election by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
TV ad	35%	33%	37%	17%	24%	35%	49%	49%	26%	37%	34%	49%	39%	57%
News article	22%	27%	17%	18%	18%	22%	22%	30%	25%	21%	22%	23%	13%	19%
Word of Mouth	15%	13%	17%	37%	23%	12%	6%	4%	21%	14%	16%	9%	16%	4%
Political party letter/flyer/representative	8%	7%	8%	6%	8%	9%	7%	6%	8%	7%	7%	8%	8%	12%
Radio	5%	4%	5%	2%	6%	5%	5%	6%	5%	5%	5%	4%	11%	2%
Outdoor advertising/poster	3%	2%	3%	4%	4%	4%	1%	0%	2%	3%	3%	0%	0%	0%
Social media	3%	3%	3%	9%	4%	2%	1%	0%	1%	3%	3%	0%	0%	0%
I received an email/SMS reminder	3%	2%	4%	2%	4%	4%	2%	1%	4%	3%	3%	1%	0%	3%
Search engine / Internet ads	1%	0%	1%	1%	0%	1%	0%	0%	2%	0%	0%	3%	8%	0%
Other	4%	5%	3%	2%	4%	4%	5%	3%	2%	4%	4%	3%	5%	3%
Don't know	2%	3%	2%	1%	4%	2%	2%	3%	3%	2%	3%	0%	0%	0%
Base: n=	1200	548	652	81	208	435	318	158	207	992	1096	100	23*	42

Base: Asked of all

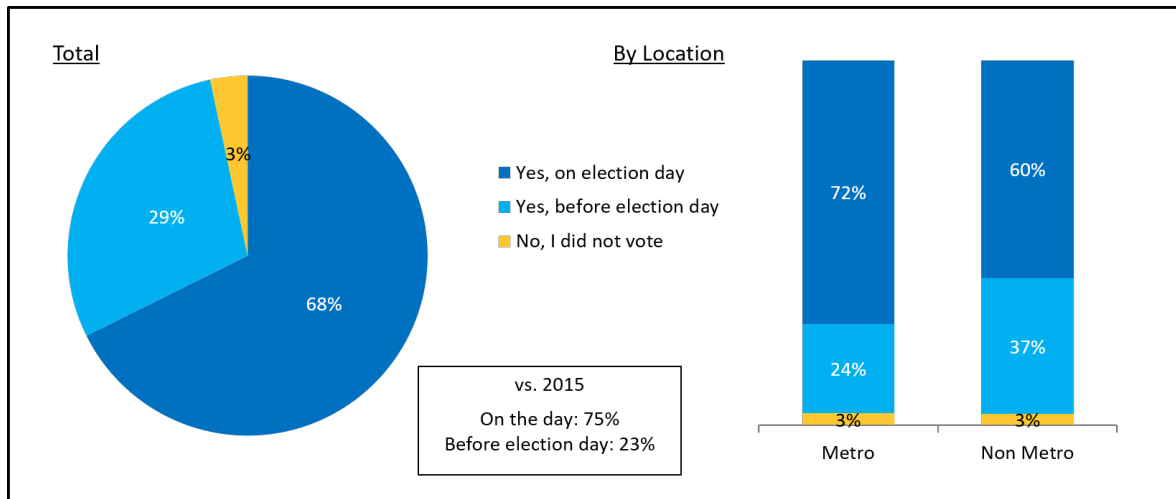
Q12. How did you find out about the NSW State Election?

### 4.3.2 Participation in the 2019 State Election

Approximately two in three (68%) respondents voted on election day and almost one in three (29%) voted early, while in 2015, 75% voted on the election day and 23% voted early.

- People in metro areas were more likely to have voted on the election day (72% metro vs 60% non-metro).
- Those aged 55-74 years (36%) and those aged 75+ years (44%) were more likely to have voted before the election day.
- Those with some form of disability (42%) and those with mobility disability (49%) were more likely to have voted before the election day.
- Those with no impairment (69%) were more likely to have voted on the election day.
- Those aged 25-34 years (7%) and those who speak a language other than English at home (7%) were more likely to not have voted in the 2019 State Election.

Figure 4.2: Participation in the election



Base: Asked of all (Total n=1200, Metro n= 770, Non-Metro n=430)  
SC2B. And did you vote in this election, either by voting on election day or earlier?

Table 4.3: Participation in the election by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Yes, on election day	68%	69%	66%	73%	70%	72%	63%	54%	69%	67%	69%	51%	45%	44%
Yes, before election day	29%	28%	30%	24%	23%	25%	36%	44%	23%	30%	28%	42%	47%	49%
No, I did not vote	3%	3%	4%	3%	7%	4%	1%	2%	7%	2%	3%	7%	8%	7%
Base: n=	1200	548	652	81	208	435	318	158	207	992	1096	100	23*	42

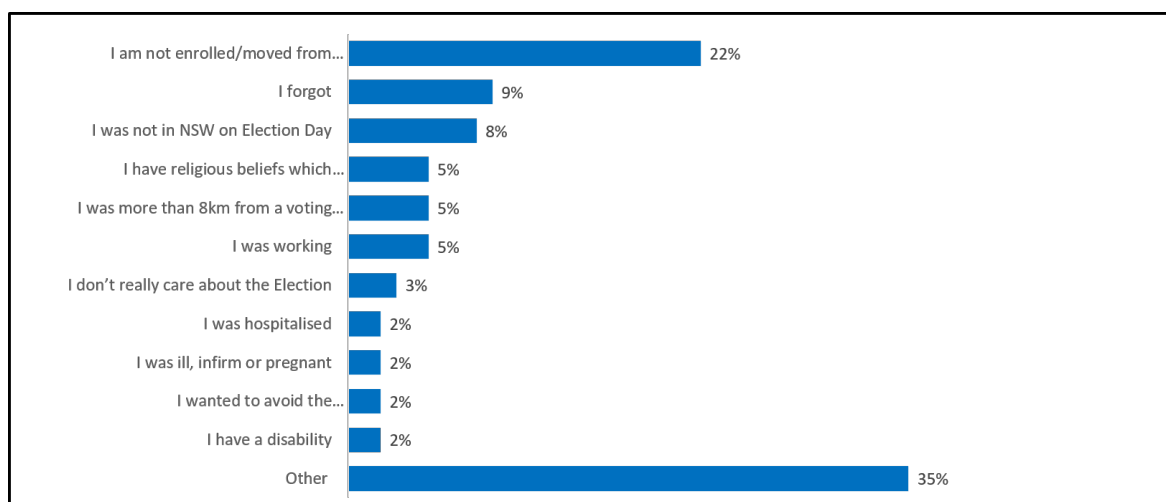
Base: Asked of all  
SC2B. And did you vote in this election, either by voting on election day or earlier?

## Reasons for not voting

Not being enrolled or moved from Electoral Area is the main reason for not voting in the 2019 State Election.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.3: Reasons for not voting



Base: Asked those who didn't vote (Total n=39)

Q5. What was the main reason you didn't vote in this election?

Table 4.4: Reasons for not voting

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
I am not enrolled/moved from Electoral Area/District	22%	14%	26%	0%	41%	19%	0%	0%	38%	12%	26%	0%	0%	0%
I forgot	9%	0%	15%	34%	7%	6%	0%	0%	0%	15%	11%	0%	0%	0%
I was not in NSW on Election Day	8%	21%	0%	0%	8%	7%	0%	37%	6%	9%	9%	0%	0%	0%
I have religious beliefs which prevented me from voting	5%	8%	4%	0%	8%	6%	0%	0%	0%	8%	6%	0%	0%	0%
I was more than 8km from a voting centre on Election Day (but in NSW)	5%	0%	7%	33%	0%	0%	0%	0%	12%	0%	0%	29%	100%	0%
I was working	5%	0%	7%	33%	0%	0%	0%	0%	0%	8%	5%	0%	0%	0%
I don't really care about the Election	3%	8%	0%	0%	8%	0%	0%	0%	0%	5%	0%	18%	0%	0%
I was hospitalised	2%	7%	0%	0%	0%	7%	0%	0%	0%	4%	3%	0%	0%	0%
I was ill, infirm or pregnant	2%	0%	3%	0%	0%	6%	0%	0%	6%	0%	3%	0%	0%	0%
I wanted to avoid the queues/crowds/canvassers	2%	0%	3%	0%	0%	6%	0%	0%	0%	4%	3%	0%	0%	0%
I have a disability	2%	0%	3%	0%	0%	0%	33%	0%	0%	3%	0%	13%	0%	33%
Other	35%	43%	31%	0%	30%	44%	67%	63%	39%	33%	34%	40%	0%	67%
Base: n=	39	14*	25*	3*	14*	16*	3*	3*	15*	24*	33	6*	1*	3*

Base: Asked those who didn't vote

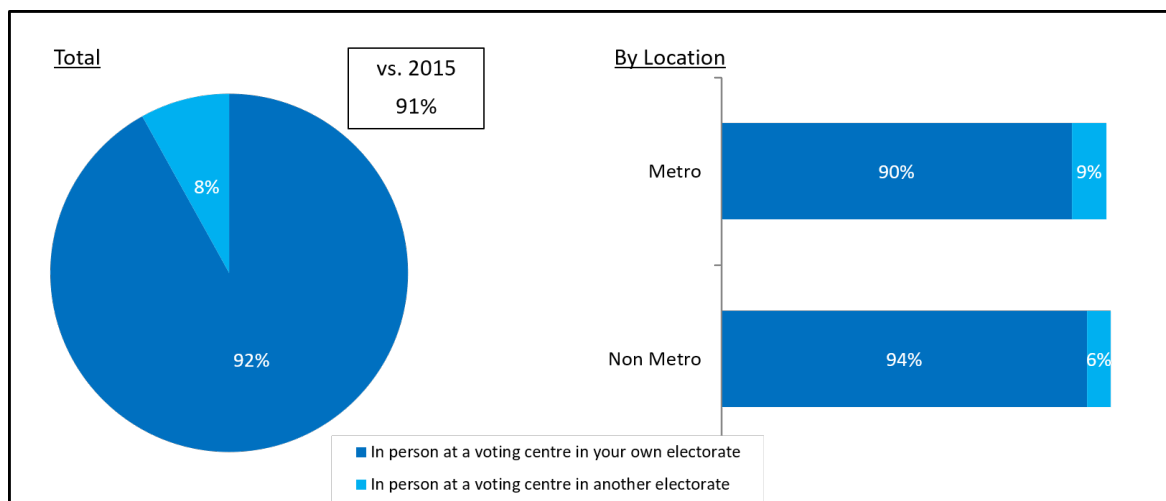
Q5. What was the main reason you didn't vote in this election?

## Voting method on election day

Amongst those who voted on the day, nine in ten (92%) voted in person at a voting centre in their own electorate, while almost one in ten voted in person at a voting centre in another electorate. This result is on par with the 2015 result (91%).

- Those aged 25-34 years had a higher likelihood of having voted in another electorate (15%).

Figure 4.4: Voting method on the election day



Base: Asked those who voted on the day (Total n=803, Metro n=548, Non-Metro n=255)  
SC2C. Which of the following best describes how you voted? Did you vote...?

Table 4.5: Voting method on election day by demographics

		In person at a voting centre in your own electorate	In person at a voting centre in another electorate	Base: n=
<b>TOTAL</b>		92%	8%	803
<b>GENDER</b>	Male	93%	7%	380
	Female	91%	9%	423
<b>AGE</b>	18 to 24	90%	10%	59
	25 to 34	85%	15%	147
	35 to 54	93%	7%	312
	55 to 74	95%	5%	200
	75 and over	93%	5%	85
<b>LOTE</b>	Yes	88%	11%	145
	No	92%	7%	657
<b>DISABILITY</b>	None	92%	8%	749
	Net any	88%	10%	51
	Vision	82%	18%	11*
	Mobility	95%	0%	18*

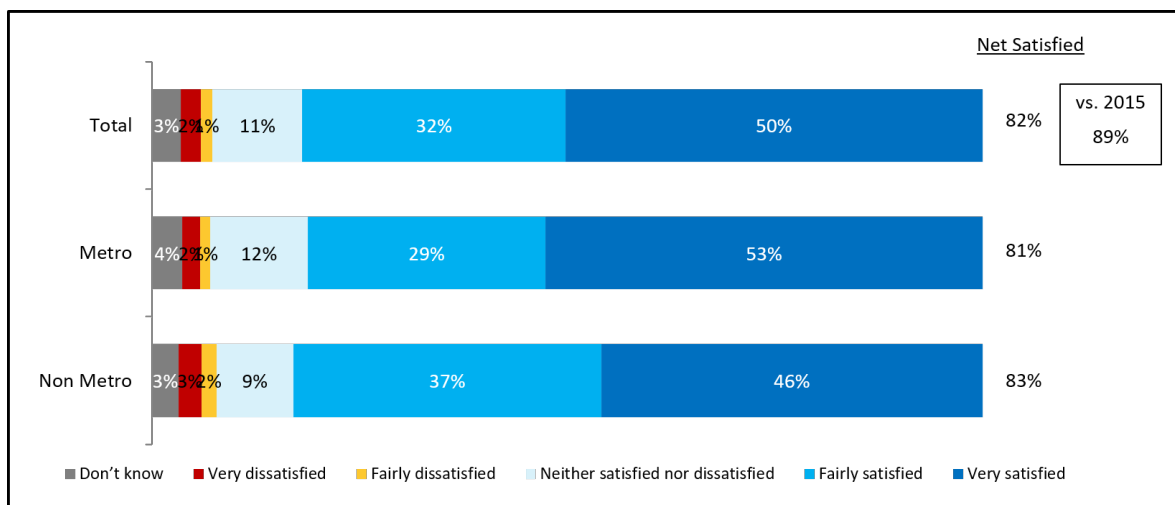
Base Asked those who voted on the day  
SC2C. Which of the following best describes how you voted? Did you vote...?

### 4.3.3 Fairness and impartiality

Approximately eight in ten (82%) voters were either Very satisfied or Fairly satisfied that the NSW Electoral Commission conducted the State Election fairly and impartially. The satisfaction has decreased slightly compared to 2015 at 89%.

- Those who live in non-metro areas had a higher likelihood of being Fairly satisfied at 37% while those in metro areas had a lower likelihood of being Fairly satisfied at 29%.
- The perception of fairness and impartiality is significantly lower amongst those aged 25-34 years at 72%. Those aged 55-74 years had a higher likelihood of being Very satisfied (59%) while those aged 25-34 years had a higher likelihood of being Neither satisfied nor dissatisfied (18%).
- Those with some form of disability (6%) and those with mobility impairment (7%) had a higher likelihood of being Fairly dissatisfied.

Figure 4.5: Satisfaction with fairness and impartiality



Base: Asked of all (Total n=1200, Metro n=770, Non-Metro n=430)

Q1. Overall, how satisfied are you that the NSW Electoral Commission conducted the State Election fairly and impartially?

Table 4.6: Satisfaction with fairness and impartiality by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	50%	54%	46%	56%	43%	46%	59%	50%	43%	52%	51%	47%	45%	43%
Fairly satisfied	32%	30%	33%	27%	29%	36%	28%	38%	34%	31%	32%	31%	39%	35%
Neither	11%	9%	13%	11%	18%	13%	5%	3%	16%	10%	11%	11%	12%	10%
Fairly dissatisfied	1%	1%	2%	0%	2%	1%	2%	2%	2%	1%	1%	6%	0%	7%
Very dissatisfied	2%	2%	3%	3%	2%	2%	3%	2%	2%	2%	2%	3%	0%	2%
Don't know	3%	4%	3%	3%	6%	3%	3%	5%	4%	3%	4%	2%	4%	2%
Net Satisfied	82%	84%	79%	83%	72%	81%	87%	88%	77%	83%	82%	78%	84%	79%
Net Dissatisfied	4%	3%	5%	3%	4%	3%	5%	4%	4%	4%	3%	9%	0%	9%
Base: n=	1200	548	652	81	208	435	318	158	207	992	1096	100	23*	42

Base: Asked of all

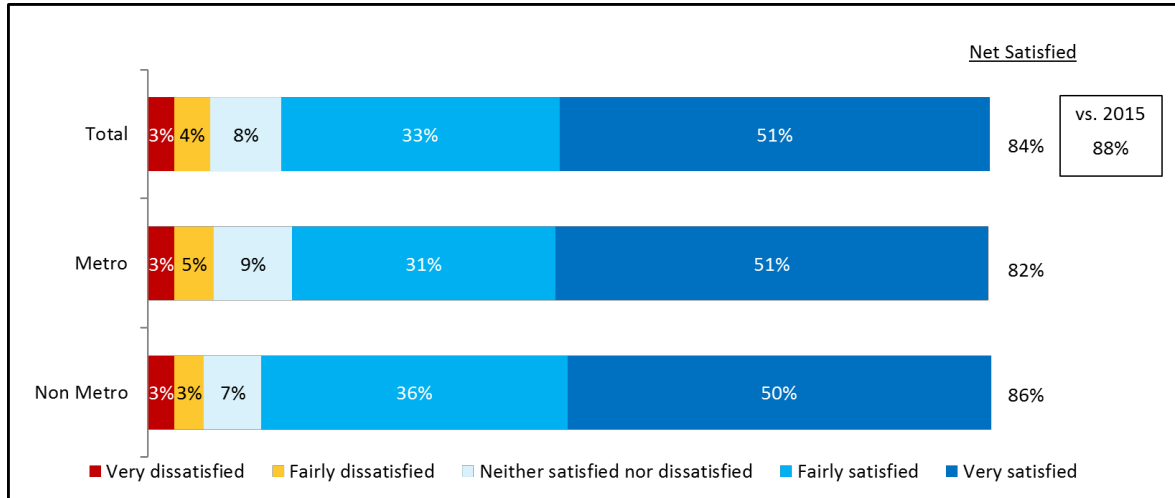
Q1. Overall, how satisfied are you that the NSW Electoral Commission conducted the State Election fairly and impartially?

#### 4.3.4 Satisfaction with overall voting experience

Eight in ten (84%) voters were satisfied with the overall voting experience. The satisfaction has decreased slightly compared to 2015 at 88%.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.6: Satisfaction with overall voting experience



Base: Asked those who voted (Total n=1161, Metro n=744, Non-Metro n=417)

Q3. Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

Table 4.7: Satisfaction with overall voting experience by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	51%	51%	51%	54%	47%	46%	53%	63%	47%	52%	51%	55%	57%	53%
Fairly satisfied	33%	34%	32%	33%	33%	38%	31%	23%	33%	33%	33%	27%	39%	21%
Neither	8%	8%	9%	6%	12%	9%	8%	4%	10%	8%	8%	8%	4%	11%
Fairly dissatisfied	4%	4%	4%	4%	7%	3%	3%	6%	5%	4%	4%	5%	0%	8%
Very dissatisfied	3%	3%	4%	2%	1%	3%	5%	3%	4%	3%	3%	5%	0%	7%
Don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Net Satisfied	84%	85%	83%	87%	80%	84%	84%	86%	81%	85%	84%	82%	96%	74%
Net Dissatisfied	7%	7%	8%	6%	8%	6%	8%	9%	9%	7%	7%	10%	0%	15%
Base: n=	1161	534	627	78	194	419	315	155	192	968	1063	94	22*	39

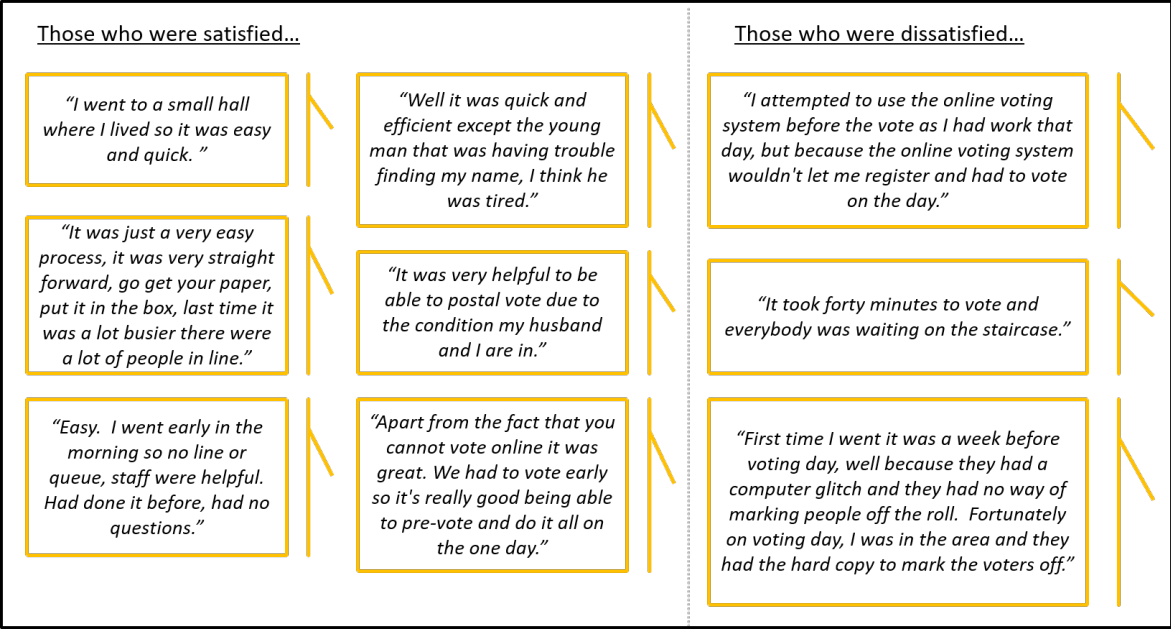
Base: Asked those who voted

Q3. Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?



Detailed below is the feedback provided by respondents as to why they were either satisfied or dissatisfied with their overall voting experience:

Figure 4.7: Reasons for satisfaction levels with overall voting experience



Base: Asked those who said they were satisfied or dissatisfied with the overall voting experience (Those who were dissatisfied n=88, those who were satisfied n= 1011)  
Q4. And why were you satisfied or dissatisfied?

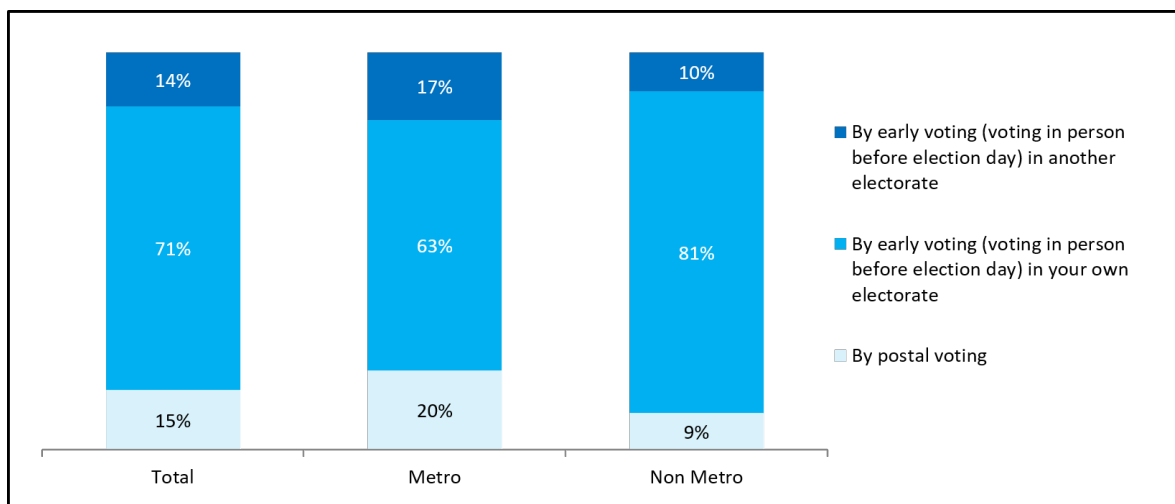
### 4.3.5 Early voting

#### Method of voting

Amongst those who voted before election day, the majority voted early in person and in their own electorate.

- Those in non-metro areas who early voted had a higher likelihood of having voted in their own electorate (81%).
- Those from metro areas who voted early were more likely to have postal voted (20%).
- Those aged 25-34 years had a higher likelihood of having early voted in another electorate (26%) and those 75+ years had a higher likelihood of having used postal voting (28%).
- Those with some form of disability had a higher likelihood of having used postal voting (31%).

Figure 4.8: Method of early voting



Base: Asked those who voted before election day (Total n=358, Metro n=196, Non-Metro n=162)  
SC2D. Which of the following best describes how you voted? Did you vote...?

Table 4.8: Method of early voting by demographics

		By postal voting	By early voting in person in your own electorate	By early voting in person in another electorate	Base: n=
<b>TOTAL</b>		15%	71%	14%	358
<b>GENDER</b>	Male	12%	72%	16%	154
	Female	18%	71%	11%	204
<b>AGE</b>	18 to 24	0%	80%	20%	19*
	25 to 34	8%	65%	26%	47
	35 to 54	16%	70%	15%	107
	55 to 74	16%	76%	8%	115
	75 and over	28%	65%	6%	70
<b>LOTE</b>	Yes	7%	71%	22%	47
	No	16%	71%	12%	311
<b>DISABILITY</b>	None	13%	74%	13%	314
	Net any	31%	53%	16%	43
	Vision	16%	58%	26%	11*
	Mobility	52%	48%	0%	21*

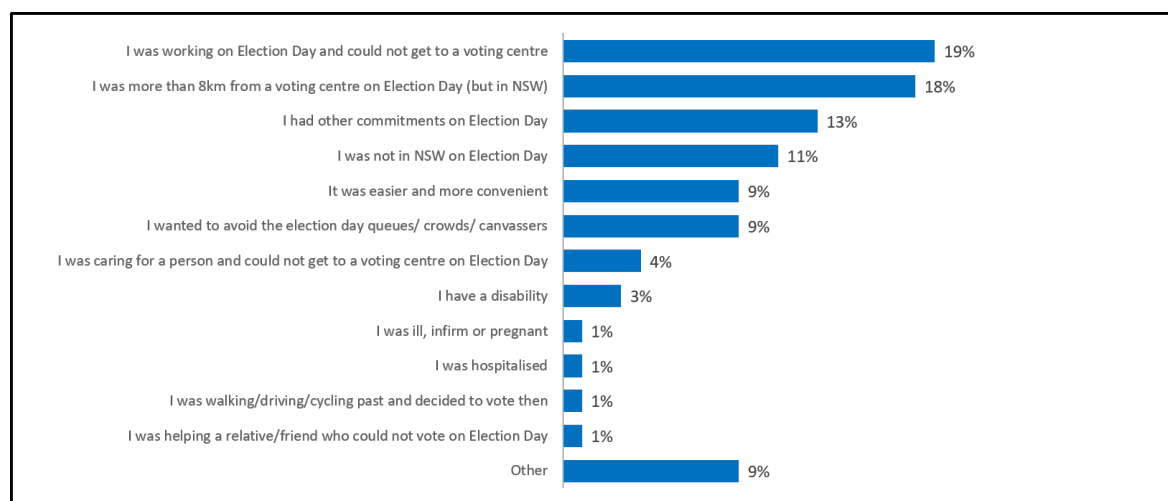
Base: Asked those who voted before election day  
SC2D. Which of the following best describes how you voted? Did you vote...?

## Reasons for early voting

Amongst those who voted early in person or postal voted, around one in five (19%) early voted because they were working on election day and could not get to a voting centre, and a similar proportion (18%) because they were more than 8km from a voting centre on election day.

- Those aged 75 years and over had a lower likelihood to claim work as a reason for early voting and a higher likelihood of claiming a disability.

Figure 4.9: Reasons for early/postal voting by demographics



Base: Asked if postal voted or voted early (Total n=357)

Q11. What is the main reason you voted this way rather than in person on election day?

Table 4.9: Reasons for early/postal voting by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
I was working on election day	19%	26%	13%	32%	35%	22%	13%	3%	27%	18%	21%	5%	17%	0%
I was more than 8km from a voting centre (but in NSW)	18%	20%	17%	16%	19%	12%	27%	15%	12%	20%	19%	14%	26%	5%
Had other commitments	13%	13%	13%	10%	21%	16%	11%	7%	18%	12%	14%	8%	0%	5%
I was not in NSW on election day	11%	10%	11%	10%	10%	11%	11%	8%	8%	11%	11%	7%	8%	0%
It was easier and more convenient	9%	9%	9%	16%	5%	7%	8%	15%	14%	8%	9%	11%	16%	14%
I wanted to avoid the election day queues/ crowds/ canvassers	9%	7%	10%	10%	2%	7%	8%	16%	2%	10%	8%	10%	9%	5%
I was caring for a person	4%	1%	6%	0%	0%	3%	8%	4%	3%	4%	4%	2%	8%	0%
I have a disability	3%	2%	4%	0%	0%	2%	1%	11%	0%	3%	1%	20%	8%	39%
I was ill, infirm, pregnant	1%	1%	2%	0%	2%	1%	2%	1%	2%	1%	1%	4%	0%	5%
I was hospitalised	1%	1%	2%	0%	0%	3%	2%	0%	2%	1%	1%	2%	0%	5%
I was going past and decided to vote then	1%	1%	0%	0%	0%	2%	0%	1%	0%	1%	1%	0%	0%	0%
I was helping a relative/friend	1%	1%	1%	0%	0%	1%	0%	3%	2%	1%	1%	0%	0%	0%
Other	9%	7%	11%	5%	7%	10%	8%	14%	9%	9%	8%	15%	0%	23%
Base: n=	357	154	203	19*	47	107	115	69	47	310	313	43	11*	21*

Base: Asked if postal voted or voted early

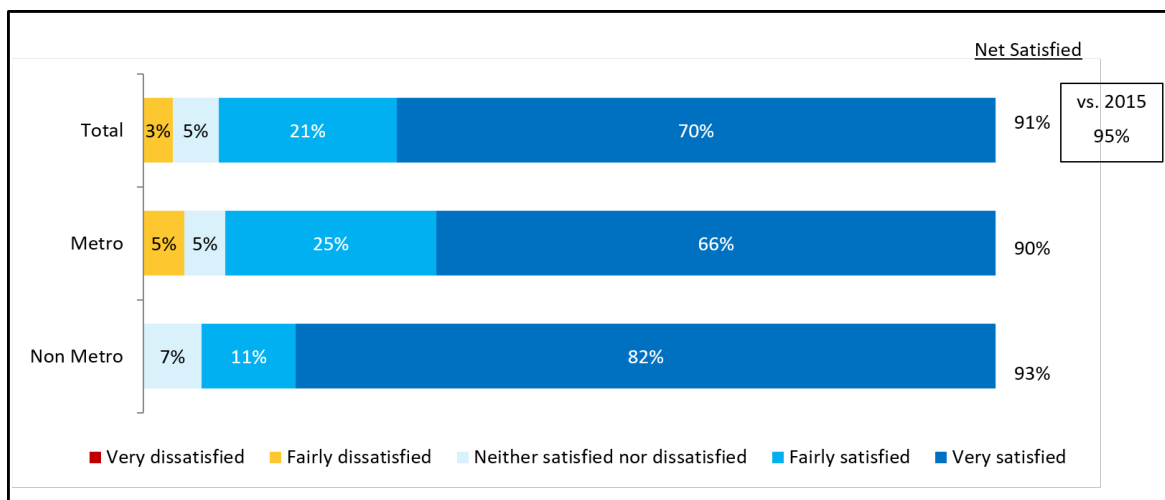
Q11. What is the main reason you voted this way rather than in person on election day?

## Satisfaction with postal voting experience

Amongst the voters who used postal voting, 91% were satisfied with the postal voting service. This satisfaction level is on par with 2015 (95%).

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.10: Satisfaction with postal voting



Base: Asked those who did postal vote (Total n=59, Metro n=42, Non-Metro n=17\*)

Q35. You mentioned you cast a postal vote. Taking everything into account, were you satisfied or dissatisfied with the postal voting service?

Table 4.10: Satisfaction with the postal voting by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	70%	60%	77%	-	46%	64%	67%	85%	72%	70%	65%	93%	100%	91%
Fairly satisfied	21%	25%	18%	-	54%	18%	33%	5%	0%	22%	26%	7%	0%	9%
Neither	5%	10%	3%	-	0%	12%	0%	5%	0%	6%	7%	0%	0%	0%
Fairly dissatisfied	3%	5%	3%	-	0%	6%	0%	5%	28%	2%	2%	0%	0%	0%
Very dissatisfied	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	91%	86%	95%	-	100%	81%	100%	90%	72%	93%	91%	100%	100%	100%
Net Dissatisfied	3%	5%	3%	-	0%	6%	0%	5%	28%	2%	2%	0%	0%	0%
Base: n=	59	21*	38	0	4*	17*	18*	20*	4*	55	44	14*	2*	11*

Base: Asked those who did postal vote

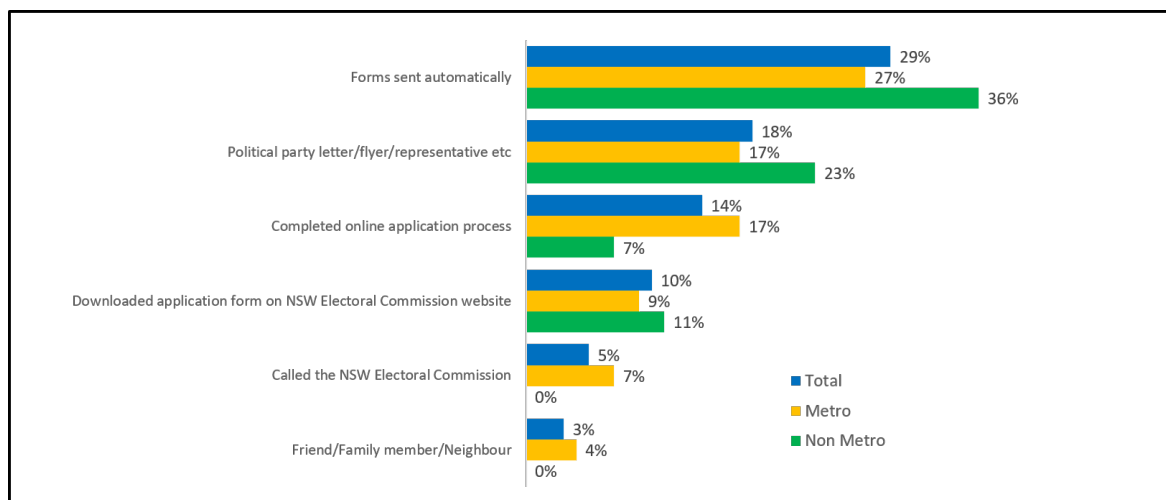
Q35. You mentioned you cast a postal vote. Taking everything into account, were you satisfied or dissatisfied with the postal voting service?

## Postal vote form receiving method

Almost one in three (29%) of those who used postal voting claim to have received their postal vote forms automatically.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.11: Method received postal vote form



Base: Asked those who did postal vote (Total n=59, Metro n=42, Non-Metro n=17\*)

Q36. Where did you get your postal vote application form?

Table 4.11: How received postal vote application form by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Forms sent automatically	29%	34%	26%	-	54%	29%	34%	20%	24%	30%	28%	35%	50%	36%
Political party communication	18%	18%	19%	-	23%	6%	22%	25%	0%	20%	22%	7%	0%	9%
Completed online application process	14%	10%	17%	-	23%	41%	0%	0%	48%	12%	19%	0%	0%	0%
Downloaded application form on NSW Electoral Commission website	10%	5%	13%	-	0%	6%	22%	5%	0%	10%	9%	14%	50%	9%
Called the NSW Electoral Commission	5%	5%	5%	-	0%	6%	5%	5%	28%	3%	4%	0%	0%	0%
Friend/Family member/Neighbour	3%	0%	5%	-	0%	6%	0%	5%	0%	3%	2%	7%	0%	9%
Other	15%	19%	13%	-	0%	6%	11%	30%	0%	16%	11%	30%	0%	28%
Don't know	5%	9%	3%	-	0%	0%	6%	10%	0%	6%	5%	7%	0%	9%
Base: n=	59	21*	38	0	4*	17*	18*	20*	4*	55	44	14*	2*	11*

Base: Asked those who did postal vote

Q36. Where did you get your postal vote application form?

## Satisfaction with postal vote application process

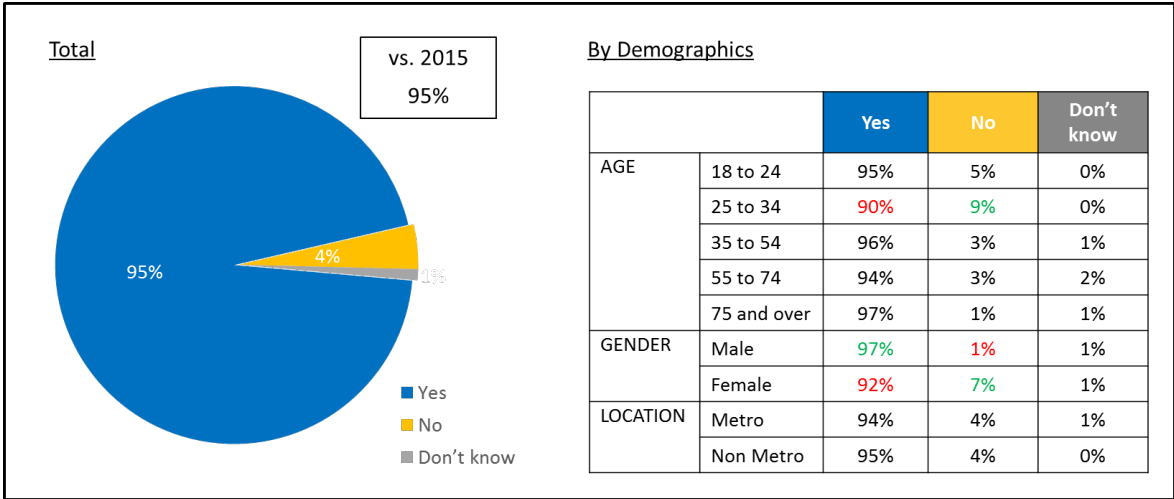
Of the 14 sampled voters who postal voted and completed the online postal vote application process, n=13 or 92% were net satisfied with the online application process (n=10 or 71% Very satisfied and n=3 or 21% Fairly satisfied).

4.3.6 Electoral roll details

Amongst those who voted in the 2019 State Election, 95% stated their details on the electoral roll were correct. This is on par with 2015.

- The details on the electoral roll had a higher likelihood of being incorrect among those aged 25-34 years (9%) and among females (7%).
- Males had a higher likelihood of finding their details on the electoral roll to be correct (97%).

Figure 4.12: Electoral roll details correct



Base: Asked those who voted in this election (Total n=1,161)  
Q56. To the best of your knowledge, when you voted, were your details on the electoral roll correct?

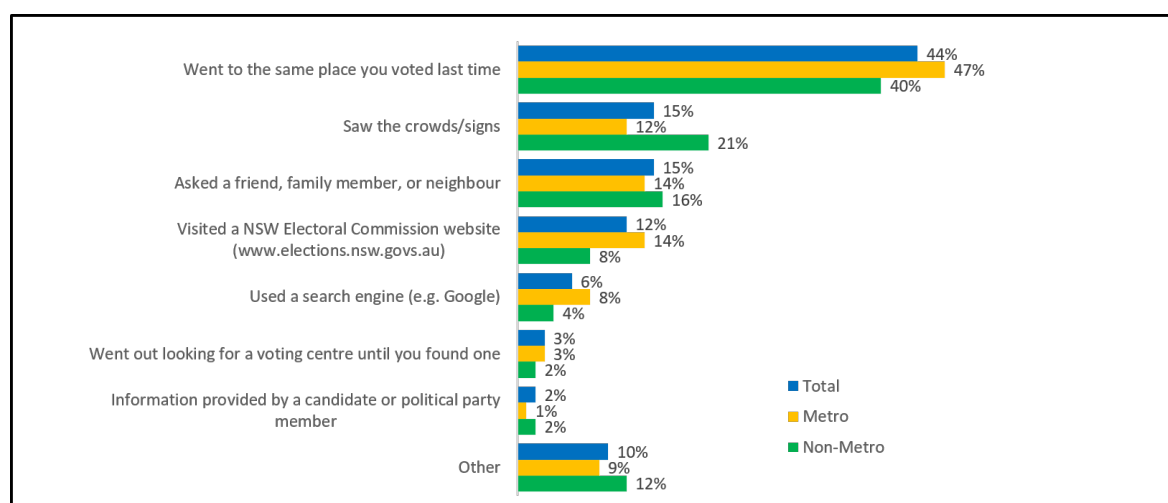
### 4.3.7 Experience voting in person on the day

#### Ways finding out where to vote

Amongst those who voted in person, almost half (44%) went to the same place they voted last time.

- Those aged 55-74 years (55%) had a higher likelihood of going to the same place they voted last time. Those aged 18-24 years had a higher likelihood of finding out where to vote by having asked a friend, family member or neighbour (35%) or had seen the crowds or signs (26%).
- Those who live in non-metro areas had a higher likelihood of having seen the crowds or signs (21%). Those aged 25-34 years (24%) and those who live in metro areas (14%) had a higher likelihood of having visited the NSW Electoral Commission website.

Figure 4.13: Ways finding out about voting centre location by demographics



Base: Asked those who voted in person (Total n=1098, Metro n=698, Non-Metro n=400)

Q10. How did you find out where you could vote?

Table 4.12: Ways finding out about voting centre location by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Went to the same place voted last time	44%	47%	42%	19%	37%	50%	55%	51%	40%	45%	45%	38%	20%	38%
Saw the crowds/signs	15%	15%	16%	26%	18%	12%	13%	15%	12%	16%	16%	14%	24%	11%
Asked a friend, family member, or neighbour	15%	14%	16%	35%	14%	10%	12%	11%	19%	14%	15%	15%	18%	10%
elections.nsw.gov.au	12%	14%	9%	10%	24%	11%	6%	7%	15%	11%	12%	6%	5%	12%
Used a search engine	6%	6%	7%	7%	11%	8%	4%	1%	9%	6%	7%	3%	4%	3%
Went looking for until found	3%	2%	3%	3%	2%	4%	1%	2%	3%	2%	3%	2%	9%	0%
Information provided by a candidate or political party member	2%	1%	2%	1%	3%	1%	2%	2%	2%	2%	2%	1%	0%	4%
Called election enquiries line	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Other	10%	9%	11%	5%	8%	11%	11%	13%	11%	10%	9%	23%	23%	22%
Don't know	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20*	27*

Base: Asked those who voted in person

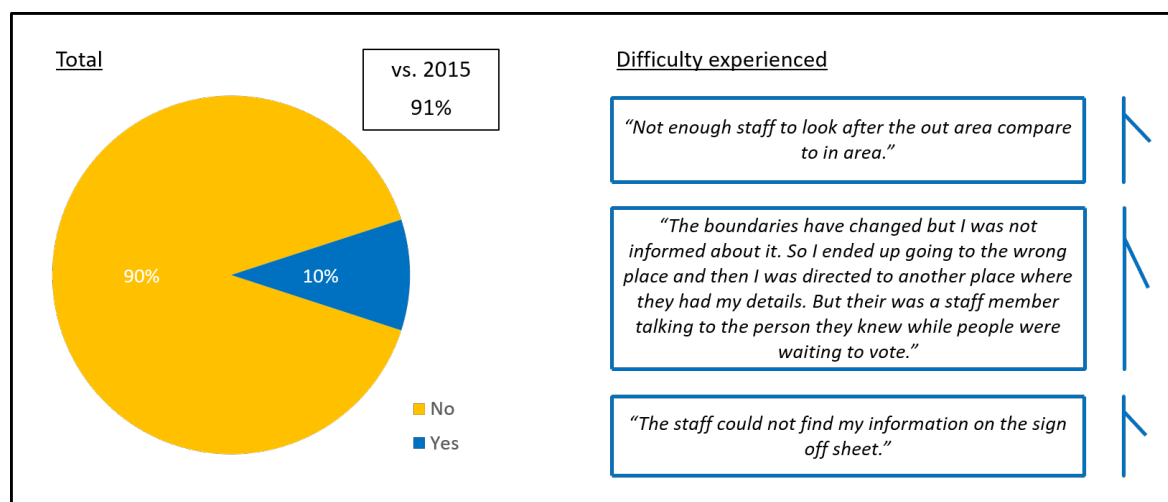
Q10. How did you find out where you could vote?

## Difficulties voting outside own electorate

Amongst those who voted outside their own electorate, 10% experienced difficulties as a result of being outside their own electorate. The results are on par with 2015 (10% in 2015).

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.14: Difficulties voting outside own electorate



Base: Asked those who voted outside of their own electorate (Total n=107)  
Q57. Did you experience any difficulties due to voting outside of your electorate?  
Q58. What were these difficulties?

Table 4.13: Difficulties voting outside own electorate

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Yes	10%	9%	10%	11%	14%	8%	6%	0%	21%	6%	11%	0%	0%	-
No	90%	91%	90%	89%	86%	92%	94%	100%	79%	94%	89%	100%	100%	-
Base: n=	107	50	57	10*	34	37	18*	8*	24*	83	96	11*	4*	0

Base: Asked those who voted outside of their own electorate  
Q57. Did you experience any difficulties due to voting outside of your electorate?

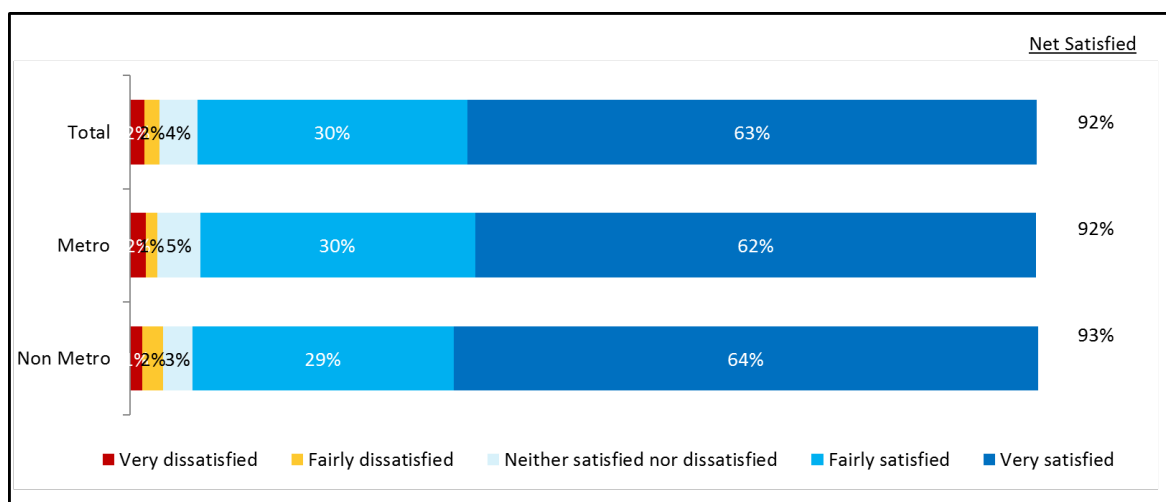


## Satisfaction with the facilities of the voting centre

Amongst those who voted in person, nine in ten (92%) voters were satisfied with the facilities of the voting centre they used.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.15: Satisfaction with the facilities of the voting centre



Base: Asked those who voted in person (Total n=1098, Metro n=698, Non-Metro n=400)

Q13. Overall, were you satisfied or dissatisfied with the facilities of the voting centre where you voted?

Table 4.14: Satisfaction with the facilities of the voting centre by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	63%	62%	64%	66%	60%	61%	63%	66%	54%	65%	62%	65%	62%	56%
Fairly satisfied	30%	31%	28%	30%	31%	32%	28%	23%	36%	28%	30%	26%	33%	30%
Neither	4%	4%	5%	3%	7%	3%	4%	4%	7%	4%	4%	2%	0%	3%
Fairly dissatisfied	2%	1%	2%	0%	1%	1%	2%	4%	0%	2%	1%	5%	5%	4%
Very dissatisfied	2%	2%	1%	1%	1%	1%	2%	2%	3%	1%	2%	2%	0%	7%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	92%	93%	92%	96%	91%	93%	91%	89%	90%	93%	93%	90%	95%	86%
Net Dissatisfied	3%	4%	3%	1%	2%	3%	5%	6%	3%	3%	3%	7%	5%	11%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20*	27*

Base: Asked those who voted in person

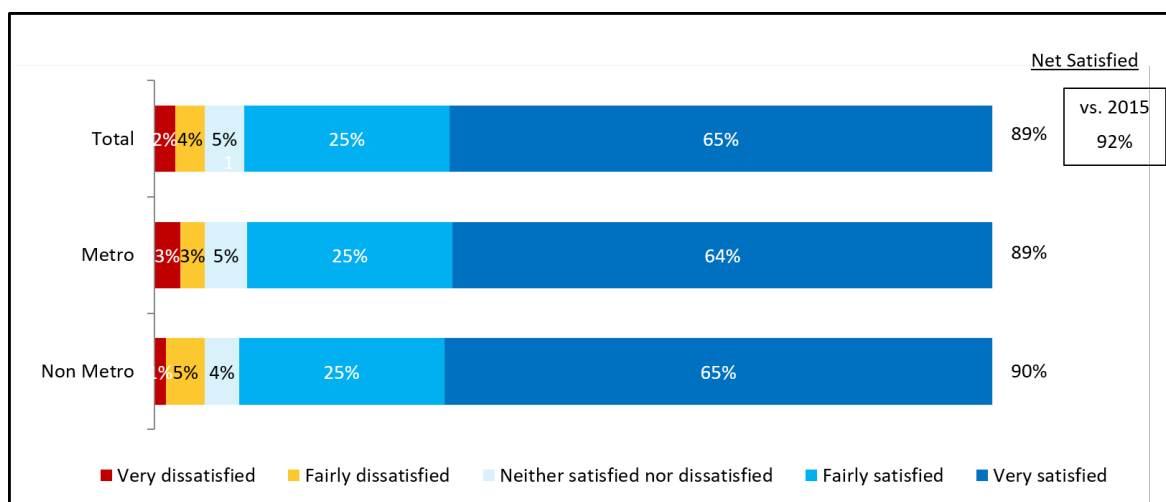
Q13. Overall, were you satisfied or dissatisfied with the facilities of the voting centre where you voted?

## Time spent in voting centre

Amongst those who voted in person, nine in ten (89%) voters were satisfied with the amount of time spent in the voting centre. The satisfaction level is on par with 2015 (92%).

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.16: Satisfaction with time spent in the voting centre



Base: Asked those who voted in person (Total n=1098, Metro n=698, Non-Metro n=400)

Q14. How satisfied or dissatisfied were you with the amount of time you spent in the voting centre?

Table 4.15: Satisfaction with time spent in the voting centre by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	65%	63%	67%	70%	60%	63%	66%	70%	56%	67%	65%	63%	68%	56%
Fairly satisfied	25%	26%	23%	18%	27%	26%	26%	22%	26%	24%	24%	29%	32%	29%
Neither	5%	5%	4%	6%	8%	4%	2%	3%	6%	4%	5%	5%	0%	4%
Fairly dissatisfied	4%	4%	4%	4%	2%	4%	4%	3%	7%	3%	4%	1%	0%	4%
Very dissatisfied	2%	3%	2%	3%	3%	3%	2%	2%	4%	2%	3%	2%	0%	7%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	89%	88%	90%	87%	87%	89%	92%	92%	82%	91%	89%	91%	100%	85%
Net Dissatisfied	6%	6%	6%	6%	5%	7%	6%	5%	11%	5%	6%	4%	0%	11%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20*	27*

Base: Asked those who voted in person

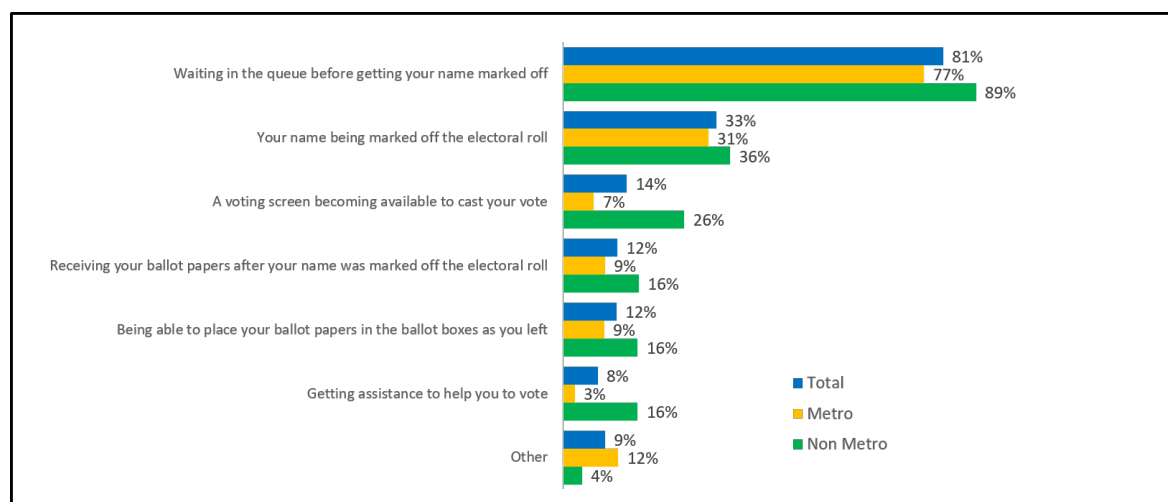
Q14. How satisfied or dissatisfied were you with the amount of time you spent in the voting centre?

## Reasons dissatisfied with time spent

Amongst those who were dissatisfied with the time spent at voting centre, most were dissatisfied due to the waiting time in the queue before getting their name marked off (81%).

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.17: Reasons for dissatisfaction with time spent when voting



Base: Asked those who voted in person and dissatisfied (Total n=66, Metro n=42, Non-Metro n=24\*)

Q15. Which of the following, if any, did you think took too long?

Table 4.16: Reasons for dissatisfaction with time spent when voting by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Waiting in the queue before getting your name marked off	81%	83%	80%	81%	70%	81%	95%	66%	79%	83%	85%	0%	-	0%
Your name being marked off the electoral roll	33%	39%	26%	0%	50%	37%	40%	18%	30%	34%	34%	0%	-	0%
A voting screen becoming available to cast your vote	14%	14%	13%	0%	0%	22%	16%	16%	13%	14%	13%	32%	-	32%
Receiving your ballot papers after your name was marked off the electoral roll	12%	14%	9%	0%	29%	12%	6%	18%	18%	9%	12%	0%	-	0%
Being able to place your ballot papers in the ballot boxes as you left	12%	14%	9%	0%	10%	22%	6%	0%	9%	13%	12%	0%	-	0%
Getting assistance to help you to vote	8%	9%	6%	0%	21%	11%	0%	0%	5%	9%	8%	0%	-	0%
Other	9%	15%	3%	22%	10%	12%	0%	0%	14%	7%	10%	0%	-	0%
Base: n=	66	33	33	5*	10*	27*	18*	6*	21*	45	63	3*	0	3*

Base: Asked those who voted in person and dissatisfied

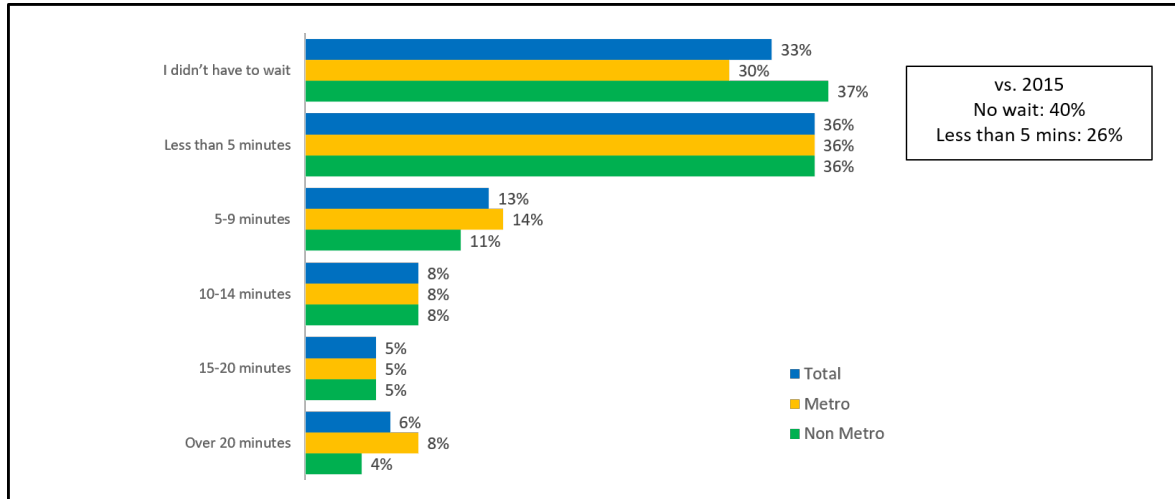
Q15. Which of the following, if any, did you think took too long?

## Time spent queuing

One in three (33%) voters who voted in person did not have to queue before they voted; this has decreased slightly compared to 2015, with 40% not having to wait in the last state election.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.18: Time spent queuing for voting



Base: Asked those who voted in person (Total n=1098, Metro n=698, Non-Metro n=400)  
Q16. To the best of your knowledge, how long did you have to queue before you voted?

Table 4.17: Time spent queuing for voting by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
I didn't have to wait	33%	29%	37%	29%	28%	31%	37%	39%	24%	35%	32%	37%	38%	29%
Less than 5 minutes	36%	38%	33%	42%	35%	39%	30%	29%	34%	36%	36%	30%	34%	56%
5-9 minutes	13%	13%	12%	13%	11%	12%	13%	18%	13%	13%	12%	16%	15%	7%
10-14 minutes	8%	9%	7%	5%	10%	7%	10%	9%	9%	8%	8%	11%	4%	3%
15-20 minutes	5%	6%	4%	5%	7%	5%	4%	2%	9%	4%	5%	4%	4%	4%
Over 20 minutes	6%	5%	7%	7%	9%	6%	6%	2%	11%	5%	7%	1%	4%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20*	27*

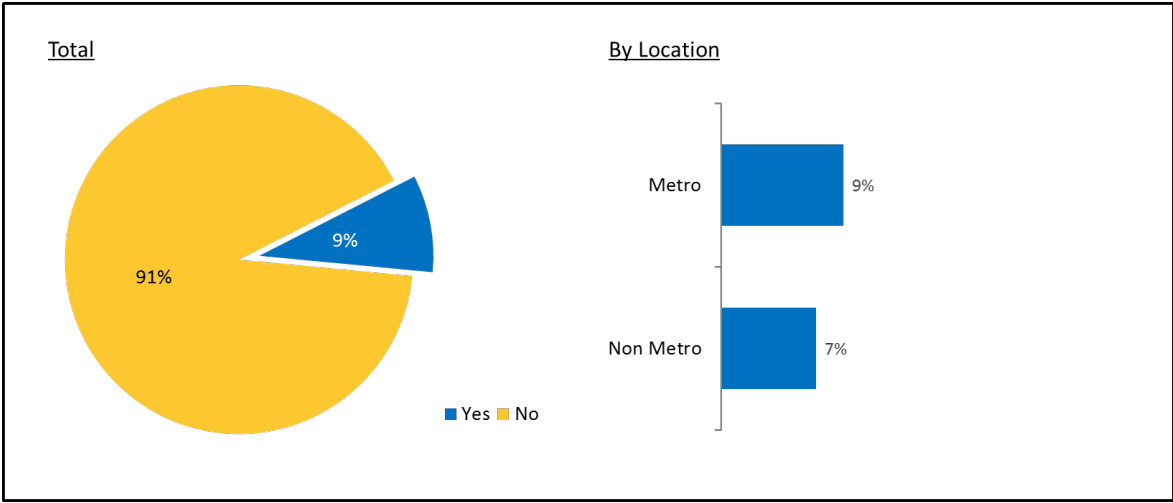
Base: Asked those who voted in person  
Q16. To the best of your knowledge, how long did you have to queue before you voted?

Requested assistance from staff

Amongst those who voted in person, 9% asked for assistance in understanding how to vote.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.19: Respondents who asked for assistance voting



Base: Asked those who voted in person (Total n=1098, Metro n=698, Non-Metro n=400)  
Q17. Did you ask for assistance from electoral staff in understanding how to vote properly?

Table 4.18: Respondents who asked for assistance voting by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Yes	9%	8%	10%	15%	9%	7%	7%	7%	13%	8%	8%	15%	14%	7%
No	91%	92%	90%	85%	91%	93%	93%	93%	87%	92%	92%	85%	86%	93%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20*	27*

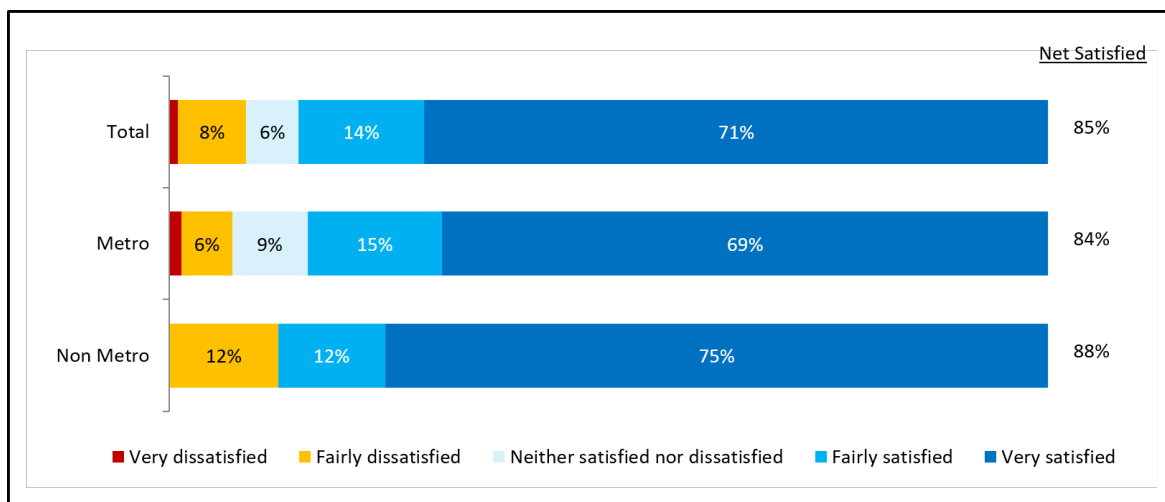
Base: Asked those who voted in person  
Q17. Did you ask for assistance from electoral staff in understanding how to vote properly?

## Satisfaction with assistance received

Amongst those who asked for assistance, over eight in ten (85%) were satisfied with the assistance received.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.20: Satisfaction with assistance received



Base: Asked those who were helped (Total n=90, Metro n=62, Non-Metro n=28\*)

Q18. How satisfied or dissatisfied were you with this assistance?

Table 4.19: Satisfaction with assistance received by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	71%	76%	67%	67%	77%	70%	61%	90%	82%	67%	68%	92%	100%	54%
Fairly satisfied	14%	12%	16%	17%	0%	23%	14%	10%	3%	19%	16%	0%	0%	0%
Neither	6%	10%	3%	0%	6%	7%	15%	0%	11%	4%	6%	8%	0%	46%
Fairly dissatisfied	8%	0%	14%	16%	17%	0%	5%	0%	0%	11%	9%	0%	0%	0%
Very dissatisfied	1%	2%	0%	0%	0%	0%	5%	0%	3%	0%	1%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	85%	88%	83%	84%	77%	93%	76%	100%	86%	85%	84%	92%	100%	54%
Net Dissatisfied	9%	2%	14%	16%	17%	0%	10%	0%	3%	11%	10%	0%	0%	0%
Base: n=	90	36	54	12*	17*	30	21*	10*	24*	66	78	12*	3*	2*

Base: Asked those who received assistance

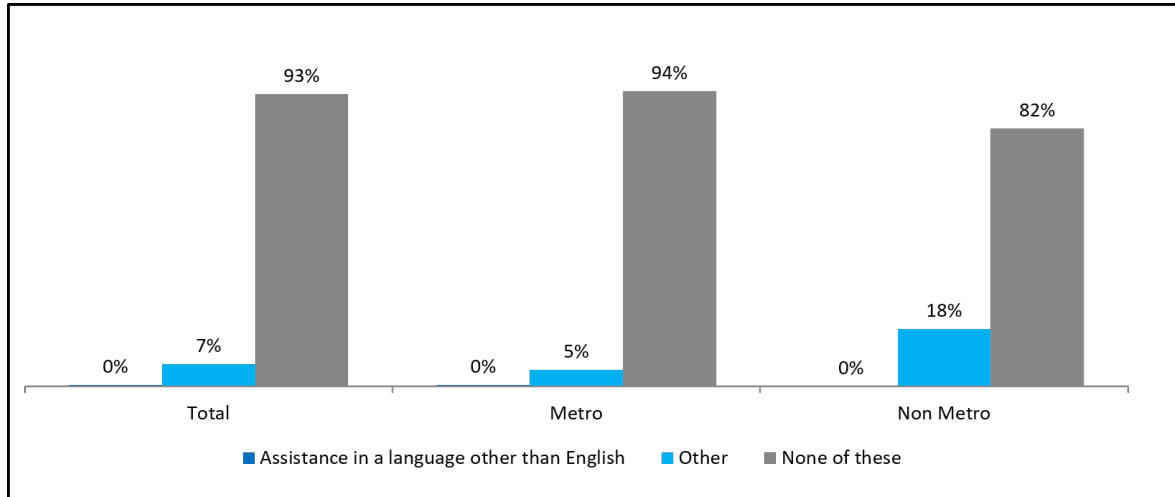
Q18. How satisfied or dissatisfied were you with this assistance?

## Assistance in language other than English

Amongst those who voted in person and who speak a language other than English at home, none received assistance in a language other than English and only 7% received some other form of assistance.

- Those from a CALD background and with a disability were more likely to have asked for assistance in a language other than English (please note: small base size).

Figure 4.21: Type of assistance received



Base: Asked those who voted in person and speak a language other than English at home (Total n=187, Metro n=161, Non-Metro n=26\*)  
Q19. Which of the following assistance, if any, did you receive from voting centre staff?

Table 4.20: Type of assistance received by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Assistance in language other than English	0%	0%	1%	0%	0%	0%	3%	0%	0%	-	0%	7%	0%	16%
Other	7%	10%	3%	6%	8%	7%	8%	11%	7%	-	6%	17%	0%	18%
None of these	93%	90%	96%	94%	92%	93%	89%	89%	93%	-	94%	76%	100%	66%
Base: n=	187	103	84	18*	42	91	27*	9*	187	0	174	12*	2*	6*

Base: Asked those who voted in person and speak a language other than English at home  
Q19. Which of the following assistance, if any, did you receive from voting centre staff?

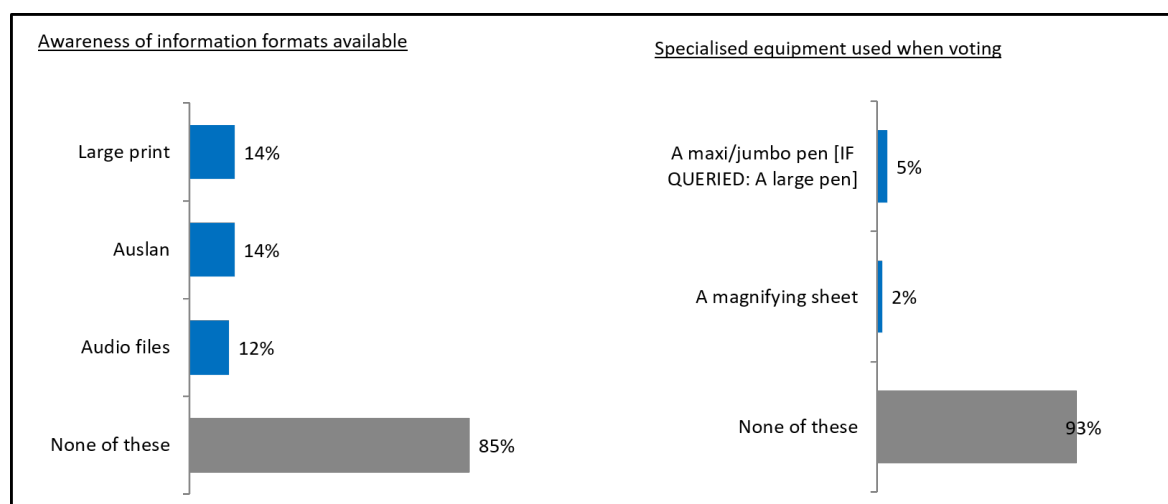
## Awareness and usage of specialised information and equipment

Of those who have additional needs potentially requiring specialised information, around one in ten survey respondents were aware that information was available in large print, Auslan or audio files (14%, 14% and 12% respectively).

Of those who have additional needs potentially requiring specialised equipment, 5% used a maxi or jumbo pen and 2% used a magnifying sheet.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.22: Awareness and usage of specialised information and equipment



Base Asked those with selected additional needs – potentially requiring specialised information (Total n=61)

Q67. Were you aware that information was available from the NSW Electoral Commission in any of the following formats?

Base Asked those with selected additional needs – potentially requiring specialised equipment

Q70. Which of the following items, if any, did you use to help you cast your vote? (Total n=49)

Table 4.21: Awareness and usage of specialised information and equipment by demographics

		TOTAL	GENDER		AGE					LOTE		DISABILITY			
			Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Awareness of information	Large print	14%	25%	0%	0%	0%	15%	20%	9%	0%	16%	-	14%	15%	24%
	Auslan	14%	22%	4%	0%	0%	28%	16%	9%	11%	14%	-	14%	15%	24%
	Audio files	12%	22%	0%	0%	0%	15%	16%	9%	0%	14%	-	12%	10%	24%
	None of these	85%	75%	96%	100%	100%	72%	80%	91%	89%	84%	-	85%	80%	76%
	Base: n=	61	32	29*	1*	1*	7*	27*	25*	8*	53	0	61	20*	9*
Specialised equipment used	A maxi/jumbo pen	5%	11%	0%	0%	53%	0%	5%	0%	0%	6%	-	5%	11%	0%
	A magnifying sheet	2%	5%	0%	0%	0%	15%	0%	0%	0%	3%	-	2%	5%	0%
	None of these	93%	84%	100%	100%	47%	85%	95%	100%	100%	92%	-	93%	84%	100%
	Base: n=	49	20*	29*	1*	2*	7*	20*	19*	8*	41	0	49	20*	27*

Base Asked those with selected additional needs – potentially requiring specialised information

Q67. Were you aware that information was available from the NSW Electoral Commission in any of the following formats?

Base Asked those with selected additional needs – potentially requiring specialised information

Q70. Which of the following items, if any, did you use to help you cast your vote?

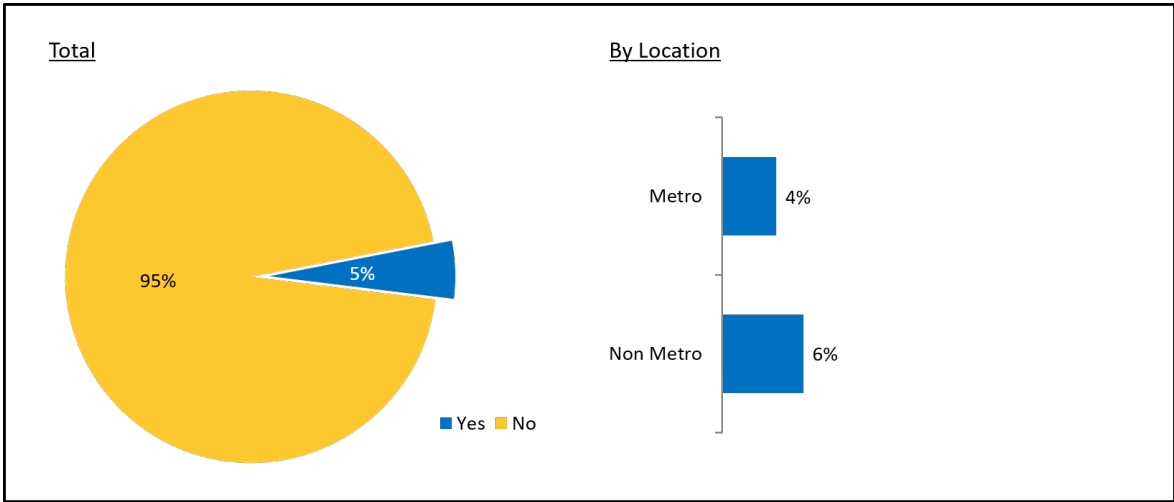


Safety issues in the voting centre

Amongst those who voted in person, only 5% stated they noticed any safety issues in the voting centre.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.23: Safety issues in the voting centre



Base: Asked those who voted in person (Total n=1098, Metro n=698, Non-Metro n=400)  
Q22. Did you notice any safety issues in the voting centre where you voted? For example, a trip hazard?

Table 4.22: Safety issues in the voting centre by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Yes	5%	5%	5%	4%	6%	5%	6%	3%	3%	5%	5%	2%	9%	3%
No	95%	95%	95%	96%	94%	95%	94%	97%	97%	95%	95%	98%	91%	97%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20*	27*

Base: Asked those who voted in person  
Q22. Did you notice any safety issues in the voting centre where you voted? For example, a trip hazard?

The key types of safety issues mentioned by respondents are reflected in the comments below:

Figure 4.24: Types of safety issues noticed



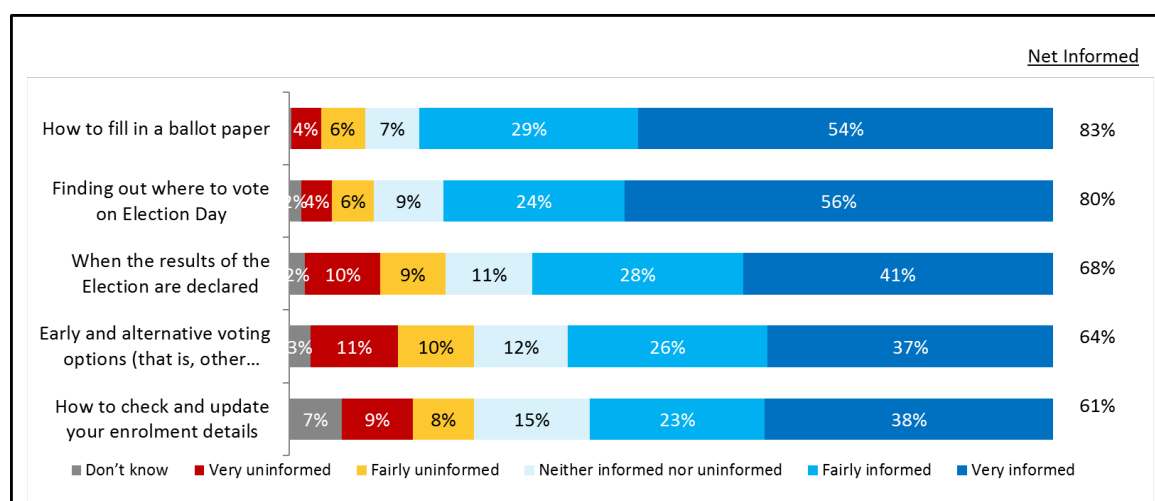
Base: Asked those who said they noticed any safety issues (Total n=56)  
Q23. What safety issues or hazards do you notice?

## Extent felt informed

Amongst those who voted on the day, 83% said they felt informed about how to fill in a ballot paper and 80% felt informed about finding out where to vote on election day. However only 61% felt informed about how to check and update their enrolment details, and only 64% felt informed about early and alternative voting options.

- Those aged 55-74 years were more likely to feel informed about when the results of the election are declared and about early and alternative voting options, with those aged 18-24 having a lower likelihood of feeling informed about these aspects.
- Those with a mobility impairment have a lower likelihood to feel informed about when the results of the Election will be declared.

Figure 4.25: Extent felt informed



Base: Asked those who voted (Total n=1161), 'Early and alternative voting options' Asked those who voted in person (n=1098)  
Q39. How informed or uninformed did you feel about each of the following before going to vote in the New South Wales State Election?

Table 4.23: How informed voters felt by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
How to fill in a ballot paper	83%	81%	85%	77%	79%	83%	87%	76%	84%	83%	83%	74%	87%	76%
Finding out where to vote on election day	80%	79%	80%	81%	78%	79%	80%	80%	80%	80%	77%	82%	81%	80%
When the results of the Election are declared	68%	70%	67%	52%	55%	71%	76%	59%	70%	67%	78%	79%	76%	59%
How to check and update your enrolment details	61%	58%	63%	55%	58%	59%	62%	54%	62%	60%	70%	70%	72%	54%
Base: n=	1161	534	627	78	194	419	315	155	192	968	1063	94	22*	39
Early and alternative voting options	64%	66%	62%	47%	52%	62%	77%	59%	65%	62%	80%	83%	74%	59%
Base: n=	1098	512	586	78	190	401	297	132	187	910	1016	79	20	27

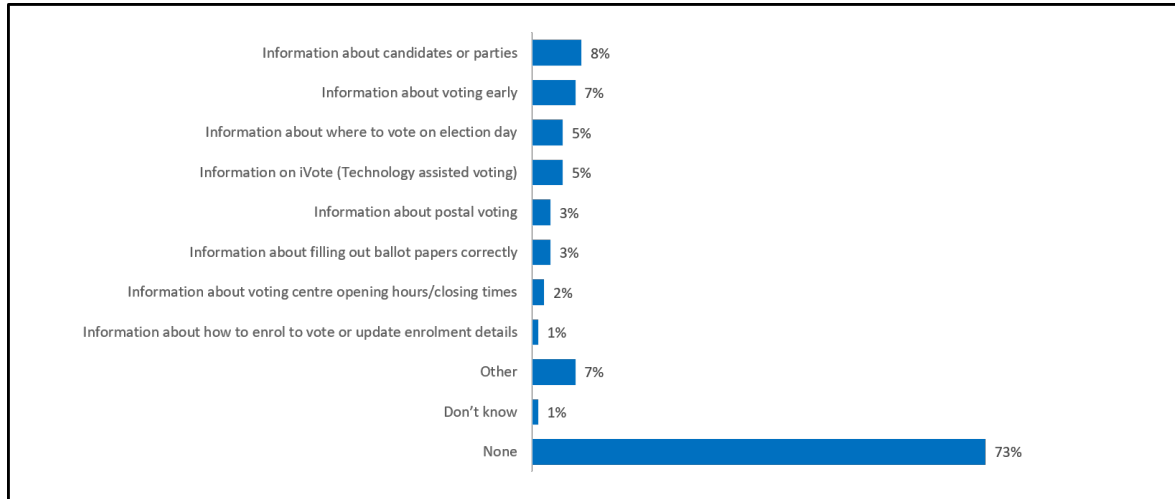
Base: Asked those who voted  
Q39. How informed or uninformed did you feel about each of the following before going to vote in the New South Wales State Election?

## Additional information like to receive

Amongst those who voted in person on the day, 73% stated that there is no other additional information they would have liked to receive.

- Females were more likely to want additional information about postal voting (5%).

Figure 4.26: Additional information like to receive by demographics



Base: Asked those who voted in person (n=1161)

Q40. What additional information, if any, would you have liked to receive?

Table 4.24: Additional information like to receive by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Information about candidates or parties	8%	6%	9%	8%	11%	6%	9%	4%	8%	8%	8%	3%	0%	3%
Information about voting early	7%	4%	9%	9%	10%	6%	5%	3%	8%	6%	7%	5%	14%	5%
Information about where to vote on election day	5%	4%	5%	5%	8%	3%	5%	2%	7%	4%	5%	1%	5%	0%
Information on iVote	5%	3%	7%	9%	6%	5%	3%	2%	7%	4%	5%	4%	9%	2%
Information about postal voting	3%	1%	5%	6%	4%	3%	2%	2%	3%	4%	4%	2%	0%	2%
Information about filling out ballot papers correctly	3%	4%	3%	3%	6%	2%	3%	4%	5%	3%	3%	2%	4%	2%
Information about voting centre opening hours/closing times	2%	2%	2%	1%	4%	2%	1%	1%	3%	2%	2%	0%	0%	0%
Information about how to enroll or update details	1%	1%	2%	3%	2%	2%	0%	0%	4%	1%	1%	0%	0%	0%
Other	7%	7%	7%	8%	9%	7%	5%	5%	9%	6%	7%	7%	14%	3%
None	73%	75%	71%	69%	65%	75%	74%	82%	65%	74%	72%	83%	73%	87%
Don't know	1%	1%	1%	3%	0%	0%	1%	1%	1%	1%	1%	0%	0%	0%
Base: n=	1161	534	627	78	194	419	315	155	192	968	1063	94	22*	39

Base: Asked those who voted in person

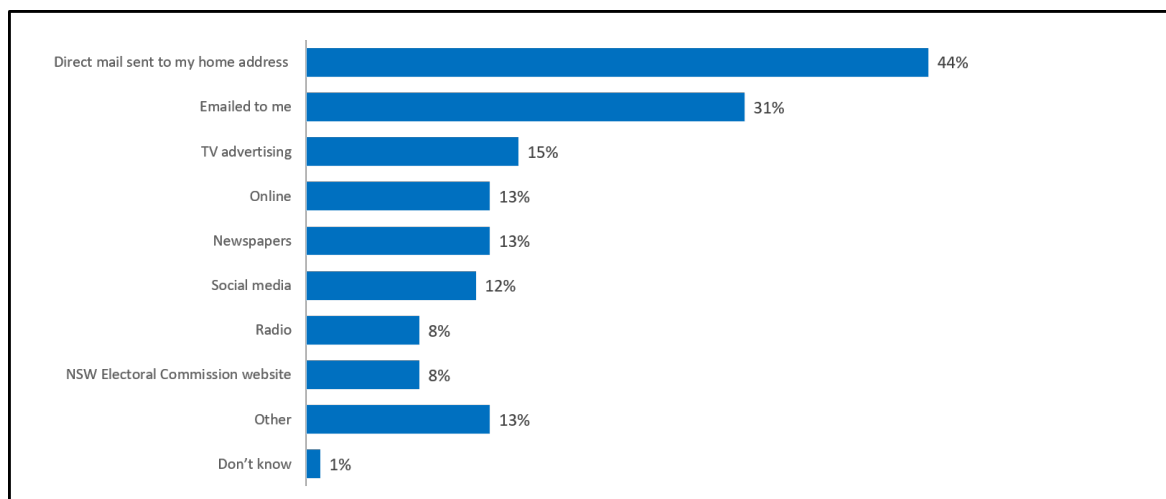
Q40. What additional information, if any, would you have liked to receive?

## Preferred format of additional information would like to receive

Amongst those who voted in person and wanted additional information: 44% would like to receive direct mail sent to their home address.

- Voters aged 25-34 years prefer to have additional information emailed to them (57%).
- Those aged 75+ years have higher level of preference for newspapers (40%).

Figure 4.27: Preferred format of additional information would like to receive



Base: Asked those who voted in person and wanted additional information (Total n=305, Metro n=212, Non-Metro n=93)  
Q41. How would you have liked to receive this information?

Table 4.25: Preferred format of additional information would like to receive

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Direct mail sent to my home address	44%	39%	48%	37%	37%	41%	52%	60%	37%	45%	43%	56%	33%	58%
Emailed to me	31%	34%	29%	41%	57%	26%	17%	0%	43%	28%	32%	7%	18%	23%
TV advertising	15%	14%	15%	18%	11%	11%	21%	17%	17%	14%	15%	17%	0%	0%
Online	13%	13%	13%	18%	13%	15%	12%	0%	20%	11%	13%	20%	50%	0%
Newspapers	13%	11%	14%	13%	3%	10%	16%	40%	10%	13%	12%	24%	17%	21%
Social media	12%	14%	11%	32%	16%	9%	6%	0%	19%	11%	12%	13%	33%	0%
Radio	8%	8%	8%	9%	6%	6%	11%	10%	8%	8%	8%	12%	17%	21%
NSW Electoral Commission website	8%	10%	6%	13%	6%	7%	11%	0%	1%	10%	8%	6%	0%	0%
Other	13%	13%	12%	13%	11%	15%	13%	3%	10%	13%	12%	20%	51%	23%
Don't know	1%	1%	2%	0%	0%	3%	0%	7%	1%	2%	1%	7%	0%	21%
Base: n=	305	128	177	22*	68	106	81	28*	61	244	290	15*	5*	5*

Base: Asked those who voted in person  
Q41. How would you have liked to receive this information?

### 4.3.8 NSW Electoral Commission election enquiries line

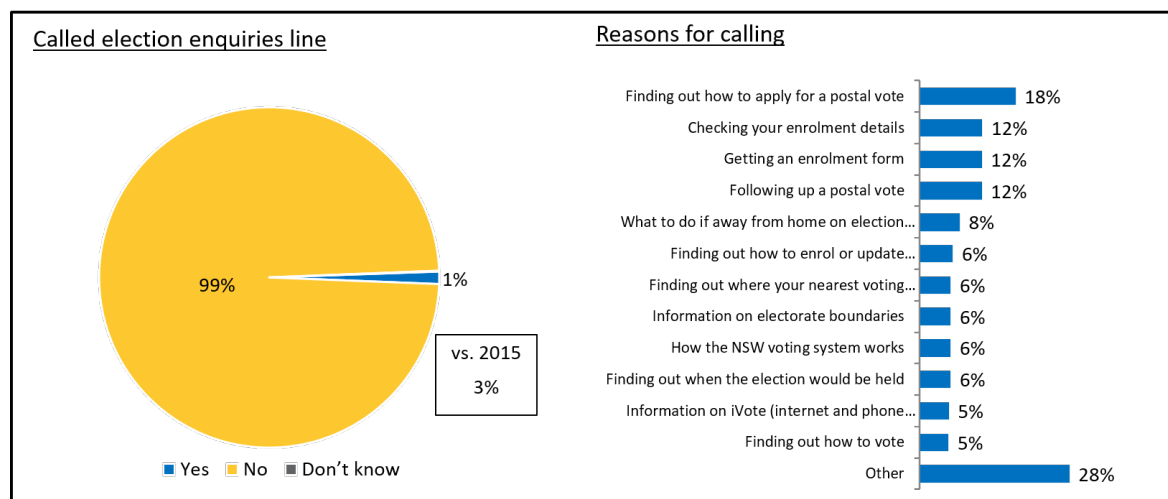
#### Usage of NSW Electoral Commission election enquiries line

Only 1% of survey respondents called the NSW Electoral Commission election enquires line since the State Election was announced (vs 3% in 2015).

- No significant differences in usage were apparent on the basis of demographic characteristics.

Of those who called, the most common reason for calling was to find out about the postal vote application process (18%).

Figure 4.28: Usage of election enquiries line and reasons for calling



Base: Asked of all (Total n=1200)

Q42. Have you called the NSW Electoral Commission election enquiries line (1300 135 736) since the State Election was announced?

Base: Asked those who have called NSW Electoral Commission election enquiries line (Total n=17\*)

Q43. What type of information were you looking for when you called the NSW Electoral Commission election enquiries line?

Table 4.26: Usage of election enquiries line

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Yes	1%	1%	2%	0%	1%	1%	2%	2%	1%	1%	1%	2%	0%	3%
No	99%	99%	98%	100%	99%	99%	98%	98%	99%	99%	99%	98%	100%	97%
Base: n=	1200	548	652	81	208	435	318	158	207	992	1096	100	23*	42

Base: Asked of all (Total n=1200)

Q42. Have you called the NSW Electoral Commission election enquiries line (1300 135 736) since the State Election was announced?

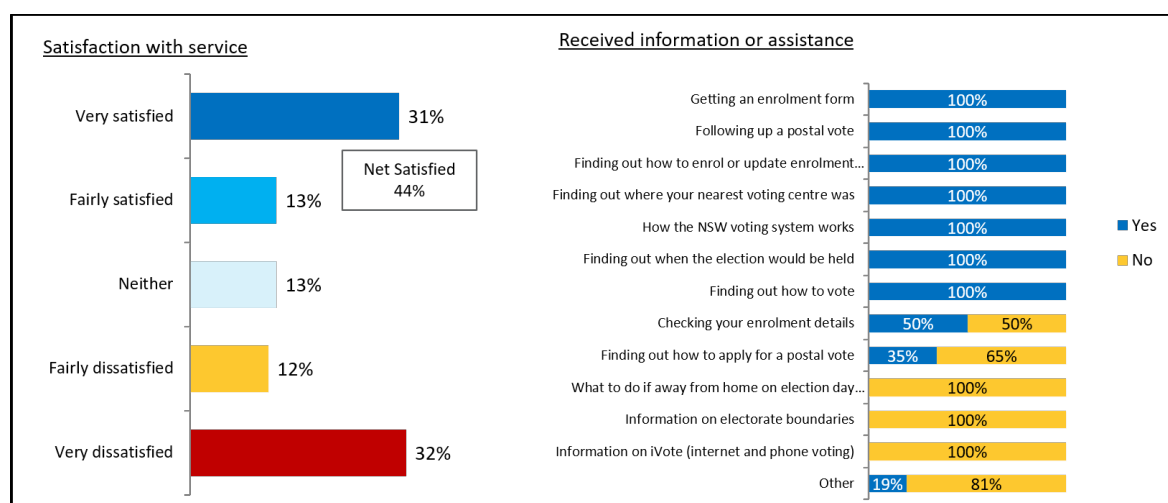
## Satisfaction with NSW Electoral Commission election enquires line

Of the 16 voters in the survey who called the NSW Electoral Commission election enquires line n=7 or 44% were satisfied with the service they received.

The areas where information or assistance was sought by these voters but was either not or only partially received included:

- What to do if away from home on election day.
- Information on electorate boundaries.
- Information on iVote.
- Finding out how to apply for a postal vote.
- Checking enrollment details.

Figure 4.29: Received information or assistance and Satisfaction with service



Base: Asked those who have called NSW Electoral Commission election enquires line (Total n=16\*)

Q44. Did you receive the information or assistance you wanted in relation to [INSERT]?

Q46. Thinking about the service you received when you called the NSW Electoral Commission election enquires line most recently, how satisfied or dissatisfied were you with the service you received?

The reasons why the information or assistance they wanted was not provided are reflected in the comments provided below:

Figure 4.30: Reasons information not received



Base: Asked those who didn't receive information / assistance wanted (Total n=11\*)

Q45. Why didn't you receive the information or assistance you wanted in relation to information/assistance?

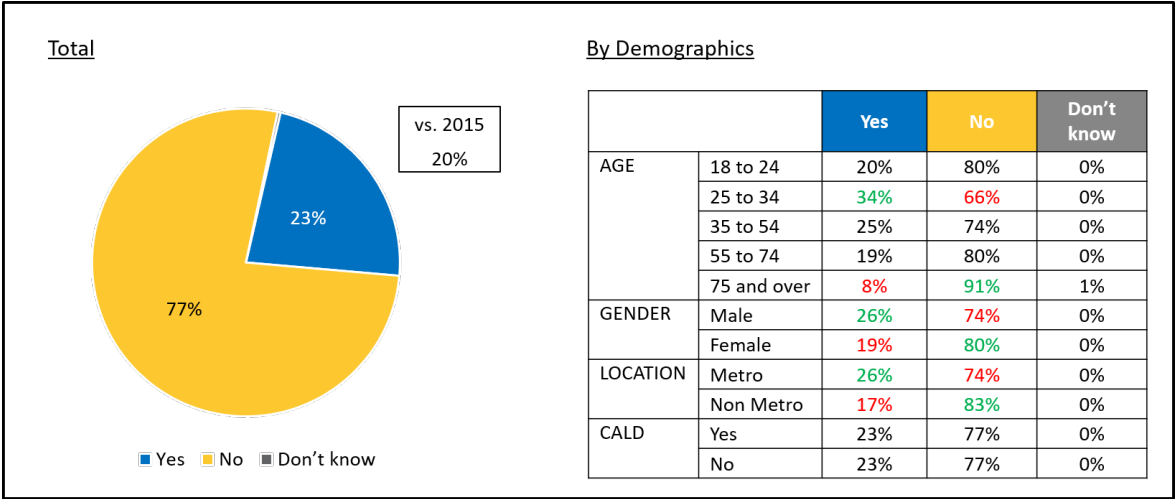
4.3.9 NSW Electoral Commission website

Usage of NSW Electoral Commission Website (elections.nsw.gov.au)

Almost one in four (23%) had visited the NSW Electoral Commission website since the State Election was announced. The website visitation rate is on par with 2015 (20%).

- Those aged 25-34 years (34%), males (26%) and those who live in metro areas (26%) were more likely to visit the NSW Electoral Commission website.
- Those aged 75+ years (91%), females (80%) and those who live in non-metro areas (83%) were more likely to not have visited the NSW Electoral Commission website.

Figure 4.31: Incidence of visiting website



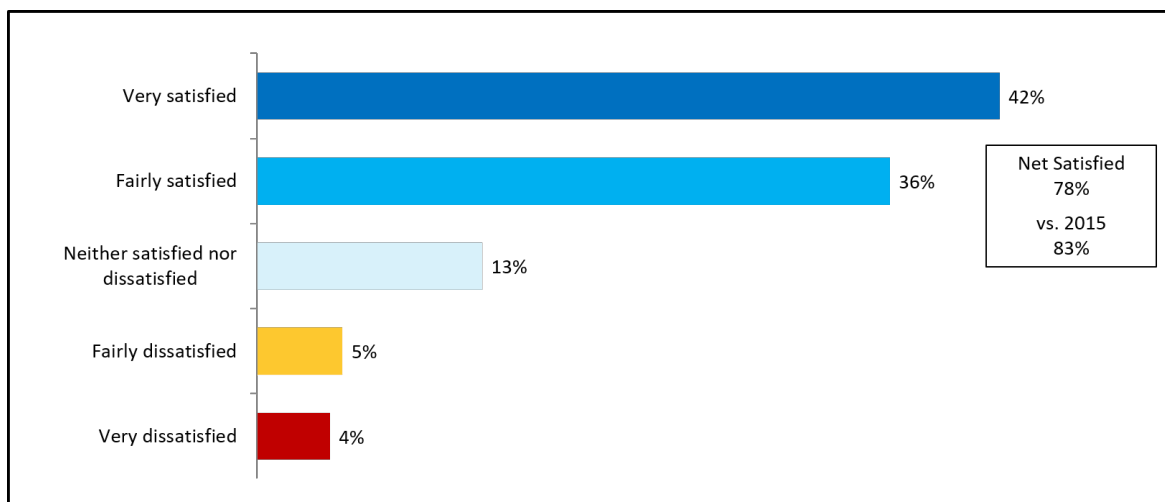
Base: Asked of all (Total n=1200)  
Q47. Have you visited the NSW Electoral Commission website (elections.nsw.gov.au) since the State Election was announced?

## Satisfaction with NSW Electoral Commission website

Of those who visited the NSW Electoral Commission website, 78% were satisfied with the website (42% Very satisfied and 36% Fairly satisfied). Satisfaction has decreased slightly compared to 2015 (83%).

- No significant differences were apparent on the basis of demographic characteristics.

Figure 4.32: Satisfaction with NSW Electoral Commission website



Base: Asked those who have visited NSW Electoral Commission website (Total n=268)

Q55. Thinking now about when you visited this website most recently, were you satisfied or dissatisfied with the website?

Table 4.27: Satisfaction with NSW Electoral Commission website by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	42%	42%	42%	44%	34%	48%	38%	50%	35%	44%	42%	39%	36%	48%
Fairly satisfied	36%	40%	30%	45%	43%	29%	37%	26%	43%	34%	36%	28%	0%	52%
Neither	13%	11%	15%	12%	9%	16%	13%	17%	16%	12%	12%	19%	48%	0%
Fairly dissatisfied	5%	3%	7%	0%	8%	4%	5%	7%	0%	6%	5%	7%	17%	0%
Very dissatisfied	4%	3%	5%	0%	6%	4%	7%	0%	6%	4%	4%	7%	0%	0%
Don't know	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	78%	82%	72%	88%	77%	77%	74%	76%	78%	78%	78%	67%	36%	100%
Net Dissatisfied	9%	7%	12%	0%	14%	7%	11%	7%	6%	10%	9%	14%	17%	0%
Base: n=	268	143	125	16*	70	109	61	12*	48	220	254	14*	5*	6*

Base: Asked those who have visited NSW Electoral Commission website

Q55. Thinking now about when you visited this website most recently, were you satisfied or dissatisfied with the website?



## Timing and mode of website usage

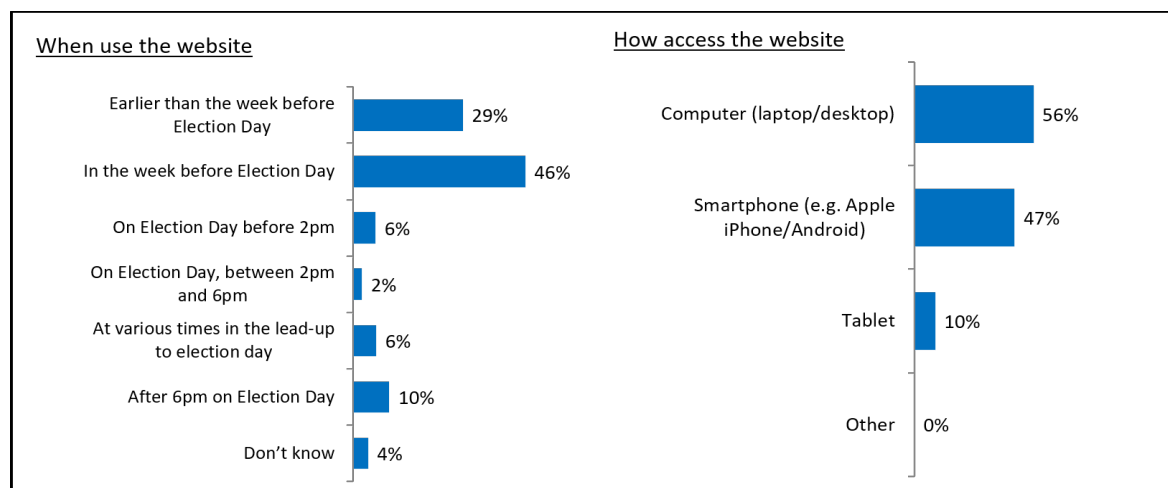
Of those who visited the NSW Electoral Commission website, 46% visited in the week before the election day and 29% visited earlier than the week before election day.

- No significant differences in timing of visit were apparent on the basis of demographic characteristics.

Just over half (56%) of those who visited the website stated they accessed it using a computer and half (47%) accessed it using a smartphone.

- Those aged 55-74 years were less likely to have accessed the NSW Electoral Commission website via a smartphone (19%).

Figure 4.33: Stated time and mode of website usage



Base: Asked those who have visited NSW Electoral Commission website (Total n=268)  
Q49. When did you use the website? / Q50. How did you access this website?

Table 4.28: Stated timing of website usage by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Earlier than the week before election day	30%	28%	33%	38%	20%	30%	41%	24%	30%	30%	30%	33%	35%	65%
In the week before election day	48%	50%	45%	49%	54%	49%	35%	51%	58%	45%	48%	48%	50%	17%
On election day before 2pm	6%	4%	9%	6%	9%	6%	5%	0%	6%	6%	6%	12%	16%	0%
On election day, between 2pm and 6pm	3%	3%	2%	7%	3%	1%	3%	0%	0%	3%	3%	0%	0%	0%
At various times in lead up to election day	6%	7%	5%	7%	9%	5%	8%	0%	8%	6%	7%	0%	0%	0%
After 6pm on election day	10%	13%	6%	0%	13%	9%	13%	16%	0%	12%	11%	0%	0%	0%
Don't know	4%	4%	5%	0%	4%	6%	3%	8%	4%	4%	4%	7%	0%	18%
Base: n=	268	143	125	16*	70	109	61	12*	48	220	254	14*	5*	6*

Base: Asked those who have visited NSW Electoral Commission website  
Q49. When did you use the website?

Table 4.29: Claimed mode of website usage by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Computer	56%	57%	54%	31%	53%	57%	71%	67%	54%	56%	57%	40%	50%	66%
Smartphone	47%	46%	49%	74%	60%	47%	19%	17%	57%	45%	48%	34%	50%	18%
Tablet	10%	8%	13%	6%	3%	12%	16%	16%	4%	11%	9%	26%	0%	16%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base: n=	268	143	125	16*	70	109	61	12*	48	220	254	14*	5*	6*

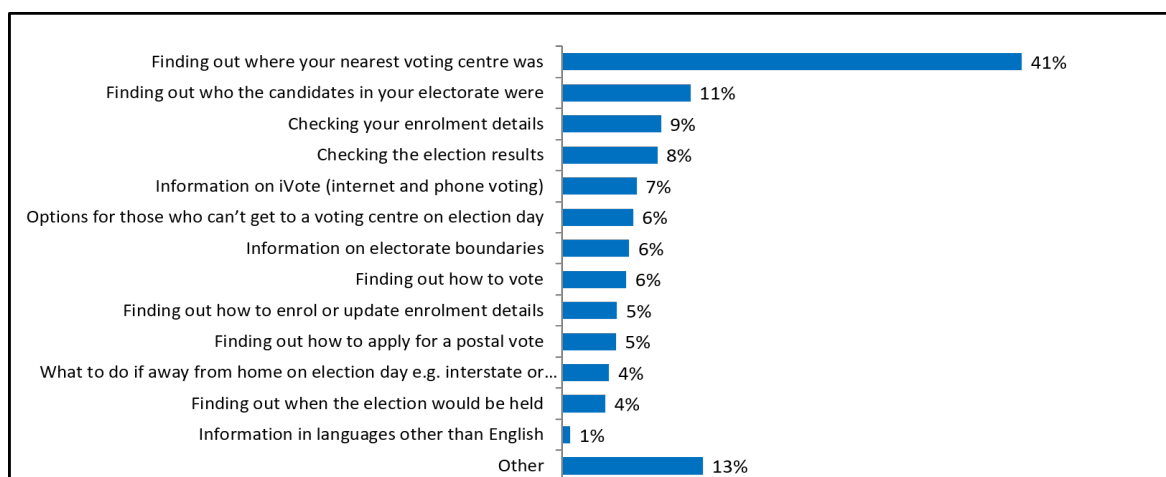
Base: Asked those who have visited NSW Electoral Commission website  
Q50. How did you access this website?

## Type of information looked for

Of those who visited the NSW Electoral Commission website, one in four (41%) visited in order to find out where the nearest voting centre was.

- Those aged 18-24 years were more likely to have visited the website to find out how to enrol or update enrolment details (24%).

Figure 4.34: Type of information sought on NSW Electoral Commission website



Base: Asked those who have visited NSW Electoral Commission website (Total n=268)  
Q51. What information were you looking for when you visited the website?

Table 4.30: Information sought on NSW Electoral Commission website by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Nearest voting centre	41%	44%	37%	57%	56%	33%	25%	43%	41%	41%	40%	54%	67%	52%
Who candidates were	11%	12%	10%	19%	12%	9%	14%	0%	17%	10%	12%	7%	0%	16%
Checking enrolment details	9%	8%	10%	0%	11%	11%	7%	7%	17%	7%	9%	13%	18%	32%
Checking results	8%	11%	6%	0%	9%	7%	15%	16%	0%	10%	9%	0%	0%	0%
Information on iVote	7%	7%	6%	0%	6%	8%	10%	0%	7%	6%	6%	20%	0%	0%
Options if can't get to a voting centre on day	6%	5%	8%	6%	7%	8%	3%	0%	8%	6%	7%	0%	0%	0%
Information on electorate boundaries	6%	6%	6%	7%	6%	6%	7%	0%	4%	7%	6%	0%	0%	0%
How to vote	6%	7%	4%	7%	6%	4%	8%	8%	8%	5%	6%	6%	16%	0%
How to enroll/update details	5%	2%	9%	24%	4%	3%	0%	0%	2%	6%	5%	0%	0%	0%
How to apply for a postal vote	5%	2%	9%	6%	0%	4%	13%	0%	3%	5%	5%	0%	0%	0%
What to do if away from home on day	4%	5%	4%	0%	4%	4%	7%	9%	8%	3%	4%	0%	0%	0%
When election be held	4%	4%	4%	13%	1%	2%	5%	9%	4%	4%	4%	7%	0%	16%
Information languages other than English	1%	1%	1%	0%	2%	1%	0%	0%	4%	0%	0%	6%	16%	0%
Other	13%	10%	16%	0%	12%	21%	6%	0%	6%	14%	13%	0%	0%	0%
Don't know	1%	1%	1%	0%	1%	0%	0%	8%	0%	1%	1%	0%	0%	0%
Base n=	268	143	125	16*	70	109	61	12*	48	220	254	14*	5*	6*

Base: Asked those who have visited NSW Electoral Commission website  
Q51. What information were you looking for when you visited the website?

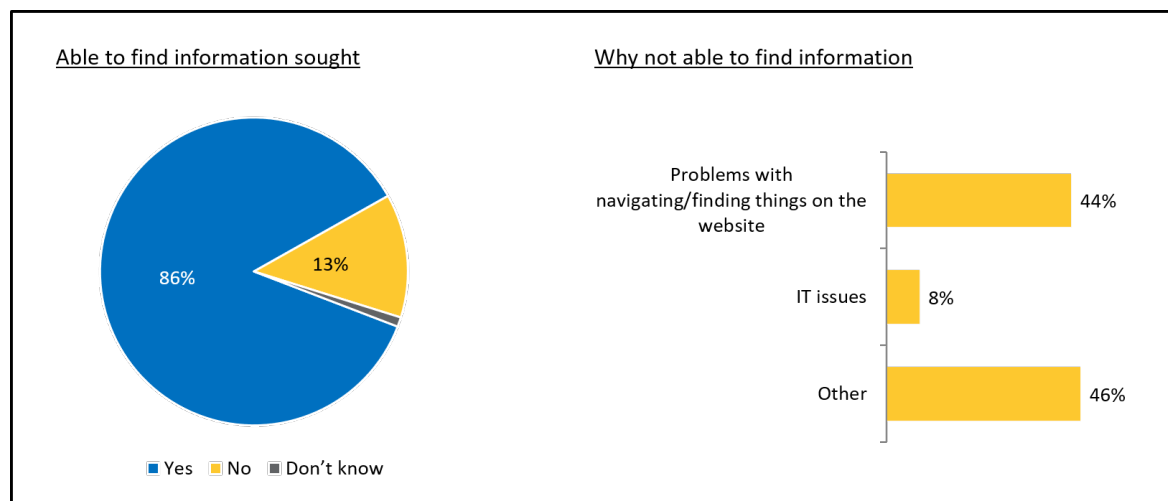
## Finding of information on NSW Electoral Commission website

Of those who visited the NSW Electoral Commission website, most (86%) found the information they wanted.

- No significant differences were apparent on the basis of demographic characteristics.

Of those who were not able to find information on the website, 44% had problems with navigating or finding information on the website.

Figure 4.35: Finding information on NSW Electoral Commission website



Base: Asked those who have visited NSW Electoral Commission website (Total n=268)

Q53. Were you able to find the information you wanted?

Base: Asked those who were not able to find information on NSW Electoral Commission website (Total n=39)

Q54. Why weren't you able to find the information?

Table 4.31: Incidence of finding information on website by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Yes	86%	91%	80%	88%	82%	91%	84%	74%	82%	87%	87%	80%	84%	100%
No	13%	9%	19%	12%	18%	9%	14%	17%	18%	12%	13%	20%	16%	0%
Don't know	1%	1%	1%	0%	0%	0%	2%	9%	0%	1%	1%	0%	0%	0%
Base: n=	268	143	125	16*	70	109	61	12*	48	220	254	14*	5*	6*

Base: Asked those who have visited NSW Electoral Commission website

Q53. Were you able to find the information you wanted?

Table 4.32: Why not able to find information on website by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Problems with navigating/finding things on the website	44%	30%	52%	50%	54%	41%	39%	0%	50%	42%	45%	34%	0%	
IT issues	8%	21%	0%	0%	8%	0%	11%	50%	0%	10%	6%	34%	0%	
Other	46%	49%	44%	50%	38%	43%	59%	50%	50%	45%	44%	66%	100%	
Base: n=	39	14*	25*	2*	13*	12*	10*	2*	9*	30	36	3*	1*	0

Base: Asked those who were not able to find information on NSW Electoral Commission website)

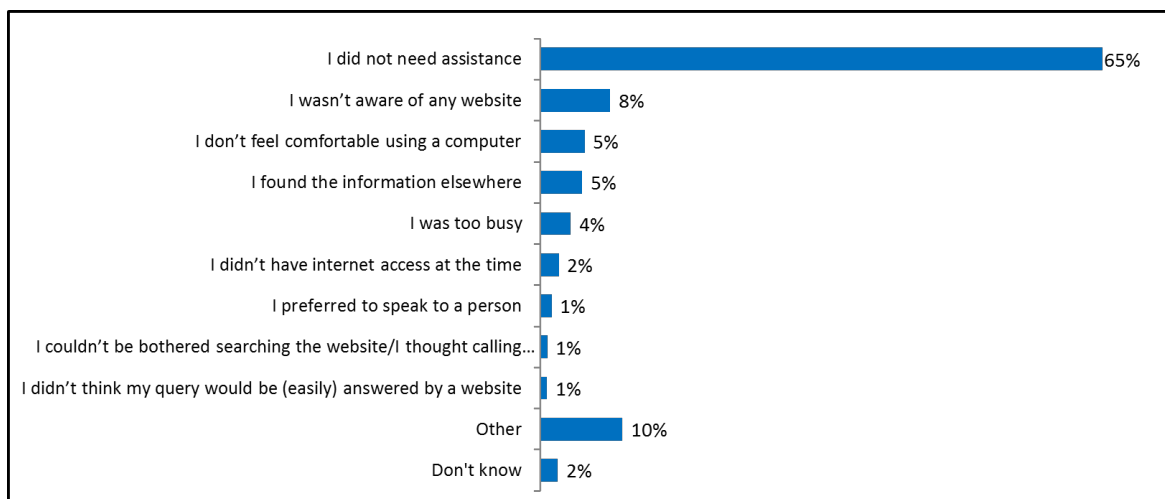
Q54. Why weren't you able to find the information?

## Reasons for not using NSW Electoral Commission website

Of those who did not visit the NSW Electoral Commission website, two in three (65%) did not visit because they did not need assistance.

- Those aged 75+ years were more likely to have not visited the website because they do not feel comfortable using a computer (20%) or they do not have internet access (10%).

Figure 4.36: Reasons for not using NSW Electoral Commission website



Base: Asked those who have not visited NSW Electoral Commission website (Total n=961)  
Q48. Why didn't you use the website?

Table 4.33: Reasons for not using NSW Electoral Commission website by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
I did not need assistance	65%	68%	63%	61%	65%	68%	71%	51%	60%	66%	67%	47%	49%	38%
Wasn't aware of site	8%	7%	9%	12%	13%	7%	6%	4%	9%	8%	8%	7%	14%	5%
I don't feel comfortable using a computer	5%	4%	6%	2%	0%	1%	9%	20%	2%	6%	4%	18%	13%	24%
I found the information elsewhere	5%	5%	5%	5%	4%	6%	5%	3%	9%	4%	5%	4%	4%	6%
I was too busy	4%	3%	4%	6%	6%	4%	1%	1%	9%	2%	4%	0%	0%	0%
I didn't have internet access at the time	2%	1%	3%	0%	0%	1%	3%	10%	1%	3%	2%	5%	4%	8%
I prefer to speak to a person	1%	1%	1%	2%	3%	1%	1%	0%	1%	1%	1%	0%	0%	0%
I couldn't be bothered searching website/ I thought calling would be quicker	1%	0%	1%	1%	0%	1%	1%	1%	2%	1%	1%	0%	0%	0%
I didn't think my query would be answered by a website	1%	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%
Other	10%	9%	10%	11%	9%	9%	6%	16%	9%	10%	9%	21%	9%	21%
Don't know	2%	1%	2%	3%	2%	2%	1%	1%	3%	1%	2%	1%	0%	0%
Base: n=	961	422	539	67	148	338	263	145	164	796	869	89	20*	37

Base: Those who have not visited NSW Electoral Commission website (Total n=961)  
Q48. Why didn't you use the website?

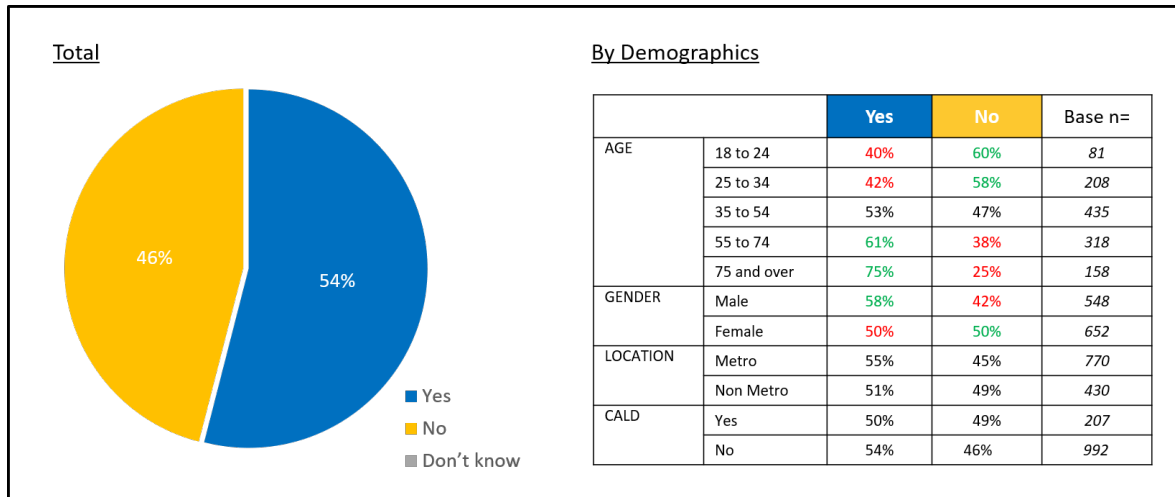
### 4.3.10 Election results

#### Following results on election night

Just over half (54%) of those surveyed followed results of the 2019 State Election on election night.

- Older age groups (61% for those aged 55-74 years and 75% for those aged 75+ years) and males (58%) were more likely to follow the results on election night.

Figure 4.37: Following of results on election night



Base: Asked of all (Total n=1,200)  
Q61. Did you follow the results of the NSW State Election on election night?

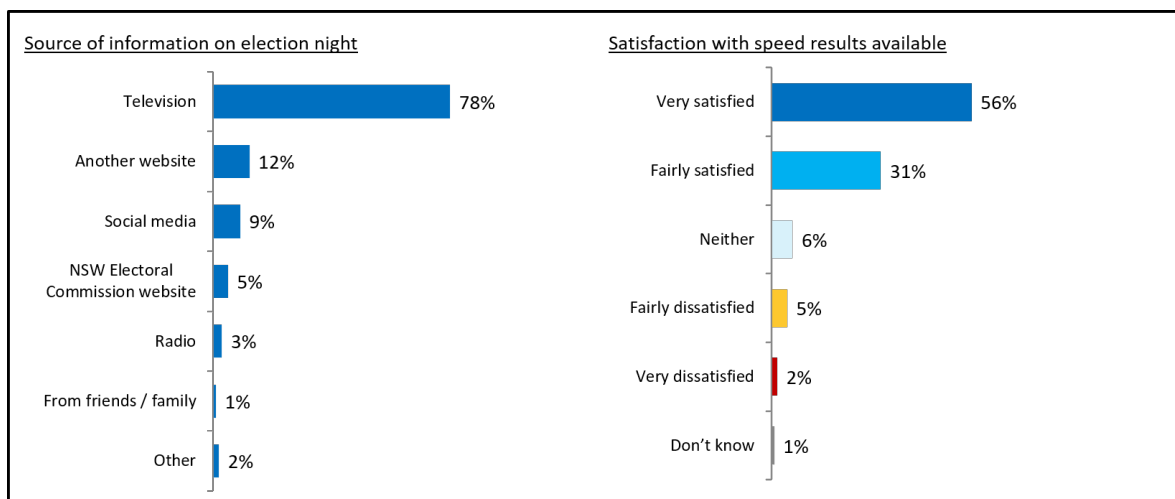
#### Source of information on results and satisfaction with speed results available

Of those who followed the results, most (78%) got information about the election from television.

- Older age groups (92% for those aged 55-74 years and 95% for those aged 75+) were more likely to get the election results information from television, while younger age groups (30% for those aged 18-24 years and 19% for those aged 25-24 years) were more likely than older age groups to get information from social media channels.

Almost nine in ten (87%) of those who followed the results on election night were satisfied with the speed of results available – this has decreased compared to 2015 (96%).

Figure 4.38: Source of information on results and satisfaction with speed results available



Base: Asked those who followed results on election night (Total n=659)  
Q62. Where did you get information about the election results on election night?

Q63. Overall, were you satisfied or dissatisfied with the speed with which election results were available to you on election night?

Table 4.34: Source of information on election results by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Television	79%	78%	80%	63%	58%	74%	92%	95%	72%	80%	78%	94%	85%	100%
Radio	3%	3%	4%	0%	4%	3%	4%	4%	5%	3%	3%	3%	0%	4%
The NSW Electoral Commission website	5%	6%	3%	0%	6%	7%	5%	2%	4%	5%	5%	0%	0%	0%
Another website	12%	15%	8%	12%	29%	15%	4%	2%	14%	11%	12%	6%	15%	0%
From friends / family	1%	1%	2%	0%	4%	1%	1%	0%	1%	1%	1%	2%	0%	0%
Social media	9%	7%	11%	30%	19%	7%	2%	2%	13%	8%	9%	4%	0%	4%
Other	2%	2%	3%	0%	2%	4%	2%	1%	3%	2%	3%	0%	0%	0%
Don't know	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base: n=	659	324	335	32	87	228	194	118	106	553	600	57	13*	22*

Base: Asked those who followed results on election night

Q62. Where did you get information about the election results on election night?

Table 4.35: Satisfaction with speed results available by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very satisfied	56%	56%	57%	60%	54%	54%	57%	61%	53%	57%	56%	63%	79%	58%
Fairly satisfied	31%	31%	31%	28%	36%	30%	33%	26%	27%	31%	32%	23%	14%	24%
Neither	6%	5%	7%	3%	5%	9%	4%	7%	9%	5%	6%	7%	7%	9%
Fairly dissatisfied	5%	6%	3%	6%	6%	5%	4%	4%	5%	4%	5%	2%	0%	5%
Very dissatisfied	2%	2%	1%	0%	0%	2%	3%	1%	4%	1%	1%	5%	0%	5%
Don't know	1%	0%	1%	3%	0%	1%	0%	1%	2%	1%	1%	0%	0%	0%
Net Satisfied	87%	87%	87%	88%	90%	83%	90%	87%	80%	88%	87%	86%	93%	81%
Net Dissatisfied	6%	8%	4%	6%	6%	7%	7%	5%	9%	6%	6%	7%	0%	9%
Base: n=	659	324	335	32	87	228	194	118	106	553	600	57	13*	22*

Base: Asked those who followed results on election night

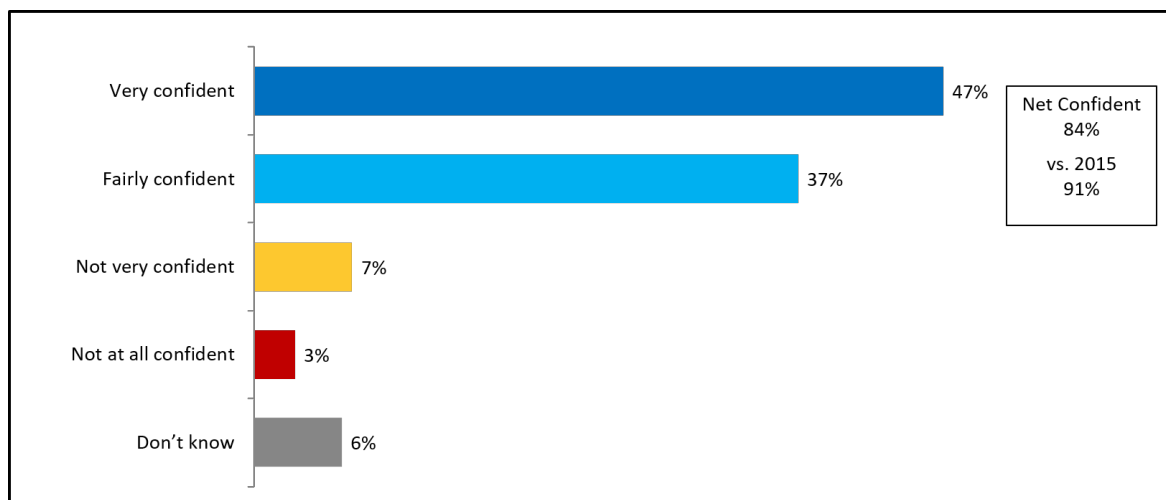
Q63. Overall, were you satisfied or dissatisfied with the speed with which election results were available to you on election night?

## Confidence in accuracy of results

Approximately eight in ten (84%) are confident that the election results are accurate (47% Very confident and 37% Fairly confident). The confidence in accuracy of results has decreased compared to 2015 (91%).

- Those who only speak English at home were more likely to be confident (Very confident and Fairly confident) that the election results are accurate at 86%.
- The confidence in accuracy of results varies at the 'Very confident' level and is significantly higher for males at 53% Very confident, for those aged 55-74 years at 62% Very confident and for those who only speak English at home at 49% Very confident.

Figure 4.39: Confidence in accuracy of results



Base: Asked of all (Total n=1200)

Q64. Overall, how confident are you that the election results are accurate?

Table 4.36: Confidence in accuracy of results by demographics

	TOTAL	GENDER		AGE					LOTE		DISABILITY			
		Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Very confident	47%	53%	42%	32%	41%	44%	62%	55%	37%	49%	46%	58%	55%	50%
Fairly confident	37%	33%	42%	50%	38%	39%	26%	37%	40%	37%	38%	28%	32%	37%
Not very confident	7%	6%	7%	7%	10%	6%	6%	3%	9%	6%	7%	6%	12%	5%
Not at all confident	3%	3%	3%	2%	4%	4%	1%	1%	5%	2%	3%	5%	0%	5%
Don't know	6%	6%	6%	8%	7%	6%	5%	4%	9%	5%	6%	3%	0%	3%
Net Confident	84%	85%	84%	82%	79%	84%	88%	92%	77%	86%	84%	86%	88%	87%
Base: n=	1200	548	652	81	208	435	318	158	207	992	1096	100	23*	42

Base: Asked of all

Q64. Overall, how confident are you that the election results are accurate?

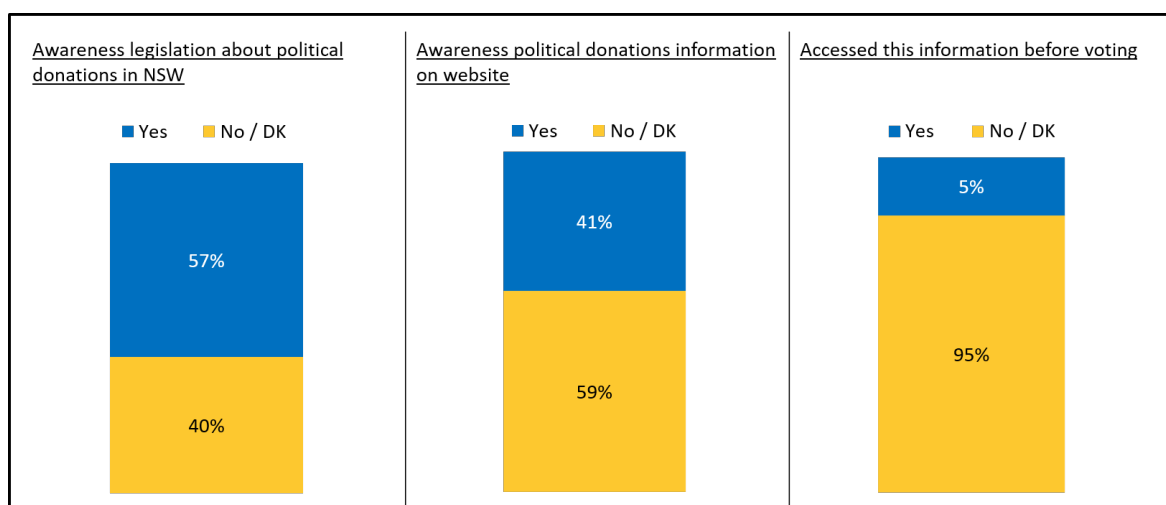


### 4.3.11 Political donations

Just over half (57%) were aware that there is legislation that governs making political donations in NSW.

- Males (63%), those aged 35-54 years (62%), those aged 55-74 years (71%) and those who speak English only at home (60%) were more likely to know that there is legislation that governs making political donations in NSW.
- Of those who were aware of the legislation, two in five (41%) know they can find this information on the NSW Electoral Commission website.
- Of those who were aware of this information on the NSW Electoral Commission website, 5% accessed this information before casting their vote.

Figure 4.40: Political donations



Base: Asked of all (Total n=1200) - Q73. Do you know that there is legislation that governs the making of political donations in NSW, including money given at a political party or candidate fundraiser and how much you can donate?

Base: Asked those who were aware of legislation (Total n=711) - Q74. Did you know you can find this information on the NSW Electoral Commission website?

Base: Asked those who were aware of information on website (Total n=293) - Q75. Did you access this information before casting your vote?

Table 4.37: Political donations by demographics

		TOTAL	GENDER		AGE					LOTE		DISABILITY			
			Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	None	Net Any	Vision	Mobility
Awareness of legislation about the making of political donations in NSW	Yes	57%	63%	51%	23%	49%	62%	71%	62%	43%	60%	57%	60%	48%	57%
	No	40%	33%	46%	77%	48%	35%	24%	30%	52%	37%	40%	36%	52%	37%
	Unsure	4%	4%	3%	0%	3%	3%	5%	8%	5%	3%	4%	4%	0%	7%
	Base: n=	1200	548	652	81	208	435	318	158	207	992	1096	100	23*	42
Awareness of being able to find this information on website	Yes	41%	41%	42%	49%	43%	46%	39%	29%	44%	41%	42%	38%	34%	32%
	No	55%	56%	55%	51%	55%	50%	58%	65%	51%	56%	55%	56%	66%	63%
	Unsure	3%	4%	3%	0%	2%	4%	3%	6%	5%	3%	3%	7%	0%	5%
	Base: n=	711	359	352	18	100	270	225	98	93	618	649	62	12	24
Incidence of accessing this information before voting	Yes	5%	7%	3%	0%	7%	7%	2%	7%	9%	4%	5%	9%	0%	0%
	No	95%	93%	97%	100%	93%	93%	98%	93%	91%	96%	95%	91%	100%	100%
	Base: n=	293	147	146	9*	44	124	88	28*	41	252	270	23*	4*	8*

Base: Asked of all - Q73. Do you know that there is legislation that governs the making of political donations in NSW, including money given at a political party or candidate fundraiser and how much you can donate?

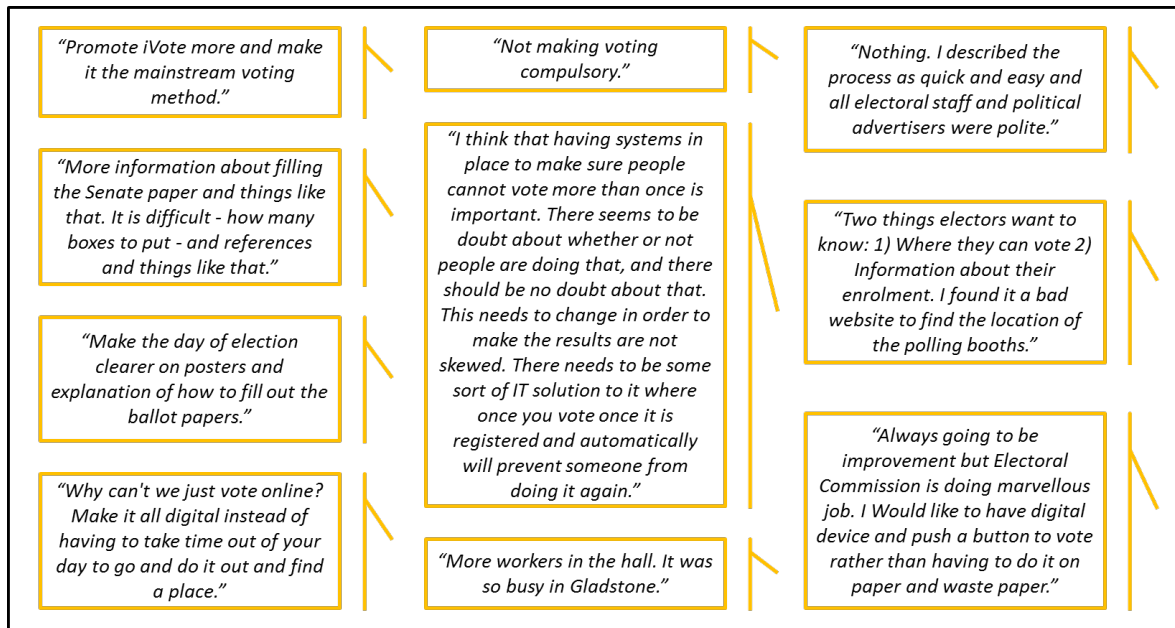
Base: Asked those who were aware of legislation - Q74. Did you know you can find this information on the NSW Electoral Commission website?

Base: Asked those who were aware of information on website - Q75. Did you access this information before casting your vote?

### 4.3.12 Suggested improvements to voting experience

Voters made a number of recommendations as to how the voting experience could be improved, with the key themes reflected in the comments below.

Figure 4.41: Recommendations for improvements



Base: Asked those who cored outside electorate and experienced difficulties (Total n= 1200)  
Q76. What could the NSW Electoral Commission have done to improve your voting experience?

## 5. iVote Survey

### 5.1 Summary of key findings

#### Comparison 2019 and 2015 results

In 2019 significant increases have been recorded across both survey modes for:

- Reason for using iVote – Not in NSW on election day.
- Verified vote.
- Awareness that they could verify the vote.

And significant decreases have been recorded across both survey modes for:

- Satisfaction that State Election was conducted fairly and impartially.
- Confident that vote was recorded accurately in final vote count.
- Satisfaction with verification service.
- Intention to use iVote in the future.
- Trust in iVote voting process.
- Satisfaction with the security of the iVote process.
- Satisfaction with the iVote service.
- Ease of using iVote.
- Satisfaction with the amount of time it took to apply/register to use iVote.
- Satisfaction with the amount of time it took to cast a vote using iVote.
- Satisfaction with the assistance received.
- Seen /heard news about potential security issues with iVote.

#### Fairness and impartiality

Almost seven in ten (69%) respondents were either Very satisfied or Fairly satisfied that the NSW Electoral Commission conducted the State Election fairly and impartially. Those who used iVote internet have a higher likelihood of being satisfied.

#### Participation in 2019 NSW State Election

Just over nine in ten (92%) of respondents participated in the last election. The majority of them (78%) decided to vote before election day and some voted (14%) on election day. 8% did not vote in the 2019 State Election.

The most common reason for not voting in the election was claimed issues experienced in using iVote (68%).

#### Non-usage of iVote

Of survey participants, among those who registered for iVote, 84% voted via iVote, 8% voted via another mode and 8% did not vote.

Three-quarters of both those who voted via another mode and three quarters of those who did not vote claimed the reason for this change was due to issues encountered with the iVote system (8% of total voters who registered for iVote).

The main reason given by those who tried to use iVote but did not end up using was that the website was down or technical issues with website (43%).

### **Usage of iVote**

Almost one-third (31%) found out about iVote from visiting the NSW Electoral Commission website. Amongst those who saw or heard advertising about iVote, 37% saw or heard on television; followed by newspaper at 20%.

Almost two in ten respondents have voted using iVote in NSW State Elections or by-elections before 2019.

Amongst those who used iVote, voters chose to use iVote method because they were not in NSW on election day (72%).

Almost nine in ten (86%) said that they feel confident when using iVote (42% Very confident and 44% Fairly confident).

### **iVote registration**

Online was the most common channel for applying or registering for iVote at 89%.

For almost two in five (43%) who registered, it took them 5 minutes or less to apply or register to use iVote.

Amongst those who applied or registered for iVote, seven in ten (71%) were satisfied with the amount of time it took to apply or register to use iVote (40% Very satisfied and 32% Fairly satisfied).

### **How accessed iVote**

Amongst those who voted using iVote internet, computer (67%) was the device used more often; followed by smartphones (34%).

Amongst those who iVoted by phone, half (50%) talked to an operator and almost half (45%) used the telephone keypad.

### **Time spent voting via iVote**

70% of voters spent ten minutes or less voting via iVote (11% 0-2 minutes, 35% 3-5 minutes and 24% 6-10 minutes), with less than one in ten (9%) of voters spending more than 20 minutes casting their vote.

81% of voters were satisfied with the time spent voting.

### **Assistance in using iVote**

One in five (20%) sought assistance at some stage when they were using iVote.

70% of those who sought assistance when using iVote called the call centre, 26% visited the FAQ page on website and 16% sought assistance from family or friends.

The key reason for seeking assistance was in regard to casting of vote (33%), receiving iVote number (27%) and applying to use iVote (27%).

Amongst those who sought assistance when using iVote, over half (58%) received the assistance that they were seeking.

Amongst those who received the assistance they were seeking, 75% felt satisfied with the help provided.

### **Culturally and Linguistically Diverse (CALD) voters**

Amongst those who used iVote and who speak a language other than English at home, half (51%) knew that the iVote system offered assistance in languages other than English.

Amongst respondents who were aware of other languages option in iVote, only 2% or n=7 selected another language when using iVote internet.

Among those who selected the other language options n=3 used Chinese Traditional, n=2 used Vietnamese and n=1 used Italian and Chinese Simplified.

71% or n=5 of those who used the other language options rated their level of satisfaction with this service as 'fairly satisfied'.

### **iVote verification**

Almost two in three (63%) survey respondents who used iVote claimed they verified their vote.

Two in three (67%) voters who did not verify their vote were aware of iVote verification process.

The key reason for verifying their vote was wanting to be confident that vote was successful (77%).

The main reason given for not verifying vote was that they trust the vote was cast successfully so do not feel the need to verify (34% for phone verification and 38% for internet verification).

Those who used iVote via internet and who verified their vote online used the verification app – Apple iOS (56%) and Android (44%).

A second device was used for one in two (53%) of those voters who verified their vote.

Those who used iVote internet (54%) were more likely to have used a second device compared to those who used iVote telephone (31%).

72% of those who verified their vote stated they were Very satisfied or Fairly satisfied with the iVote verification process.

Please note: The answers above were provided by survey respondents and rely on respondents' ability to accurately remember the process.

The actual verification process is: iVotes cast via internet can only be verified using the app and require two devices; iVotes cast by telephone (keypad) have to be verified via telephone.

### **Satisfaction with iVote**

The majority of respondents (74%) were satisfied with the overall iVote service with half (49%) stating they were 'Very satisfied'.

Of those who were satisfied with the iVote service, 74% stated that iVote was easy, quick and convenient process.

System outage or error (53%) was the main reason why voters who used iVote were dissatisfied with iVote experience; followed by the difficulty in the process (40%).

### **Further assessment of iVote**

Around four in five (82%) found it easy to vote using iVote (49% Very easy and 33% Fairly easy).

A majority of voters (85%) who used iVote were confident in the accuracy of results (52% Very confident and 33% Fairly confident).

Around seven in ten (72%) trust the iVote voting process (55% trust a great deal and 17% trust a little).

Over seven in ten (73%) stated that they were satisfied with the security of the iVote process (48% Very satisfied and 26% Fairly satisfied).

Amongst those who used iVote, almost four in five (79%) stated they would likely use iVote again in the future, with 65% stating Very likely.

**Likelihood to recommend iVote was high with almost four in five (76%) likely to recommend, with 57% Very likely. Media exposure**

The majority of respondents had not seen or heard any news about iVote recently – only 9% had seen or heard news.

Amongst those who had seen or heard about iVote news recently, approximately one in five (22%) believe the news was positive while almost two in three (64%) believe the news was negative.

The majority (79%) of those who had seen or heard about iVote news have not seen or heard any news about potential security issues with iVote recently.

**Political donations legislation**

More than half (65%) of the survey respondents stated they were aware that there is legislation that governs the making of political donations in NSW.

Amongst those who were aware of the legislation, 62% know that they can find this information on the NSW Electoral Commission website.

Amongst those who were aware of legislation information on the website, only one in ten (12%) accessed this information before casting their vote.

## 5.2 Comparison to 2015 iVote survey results

The table below details the comparison of metrics common across both the 2019 and 2015 CATI and online surveys with iVoters.

As can be seen in 2019 significant increases have been recorded across both survey modes for:

- Reason for using iVote – Not in NSW on election day.
- Verified vote.
- Awareness that they could verify the vote.

And significant decreases have been recorded across both survey modes for:

- Satisfaction that State Election was conducted fairly and impartially.
- Confident that vote was recorded accurately in final vote count.
- Satisfaction with verification service.
- Intention to use iVote in the future.
- Trust in iVote voting process.
- Satisfaction with the security of the iVote process.
- Satisfaction with the iVote service.
- Ease of using iVote.
- Satisfaction with the amount of time it took to apply/register to use iVote.
- Satisfaction with the amount of time it took to cast a vote using iVote.
- Satisfaction with the assistance received.
- Seen /heard news about potential security issues with iVote.

Table 5.1: iVote surveys data comparison between 2019 and 2015

	CATI SURVEY		ONLINE SURVEY	
	2019	2015	2019	2015
Satisfaction that State Election was conducted fairly and impartially (net Very / Fairly satisfied) (Base: n= 1000 CATI / n=3088 Online)	82%	94%	65%	89%
Reason for using iVote – Not in NSW on election day (Base: Used iVote n=883 CATI / n=2634 Online)	66%	59%	74%	60%
Ways of accessing iVote – Computer (Base: iVoted online CATI n= 845 CATI / n=2554 Online)	61%	61%	69%	69%
Confident that your vote was recorded accurately in the final vote count (Base: Used iVote CATI n=883 CATI / n=2634 Online)	91%	94%	83%	92%
Verified vote – ‘Yes’ (Base Respondents who used iVote CATI n=883 CATI / n=2634 Online)	70%	7%	61%	6%
Awareness that they could verify the vote – ‘Yes’ (Base Respondents who did not verify n=261 CATI / n=1033 Online)	57%	35%	70%	34%
Satisfaction with verification service (net Very /Fairly satisfied) (Base Used iVote and verified n= 622 CATI / n=1601 Online)	85%	95%	67%	91%

Table 5.1 continued	CATI SURVEY		ONLINE SURVEY	
	2019	2015	2019	2015
Intention to use iVote in the future (net Very / Fairly likely) (Base n= 1000 CATI / n=3088 Online)	91%	94%	76%	96%
Trust in iVote voting process (net Trust it a great deal and Trust it a little) (Base n= 1000 CATI / n=3088 Online)	84%	90%	68%	86%
Satisfaction with the security of the iVote process (net Very / Fairly satisfied) (Base n= 1000 CATI / n=3088 Online)	87%	94%	69%	89%
Satisfaction with the iVote service (net Very / Fairly satisfied) (Base n= 1000 CATI / n=3088 Online)	82%	97%	71%	94%
Ease of using iVote (net Very /Fairly easy) (Base Respondents who used iVote n=883 CATI / n=2634 Online)	89%	95%	80%	96%
Satisfaction with the amount of time it took to apply/register to use iVote (net Very / Fairly satisfied) (Base Respondents who registered n= 992 CATI / n=3068 Online)	86%	93%	66%	91%
Duration took to apply/register to use iVote – 5 minutes or less (Base Respondents who registered n= 992 CATI / n=3068 Online)	47%	51%	43%	25%
Satisfaction with the amount of time it took to cast a vote using iVote (net Very /Fairly satisfied) (Base Respondents used iVote n= 883 CATI / n=2634 Online)	92%	96%	77%	94%
Duration took to cast a vote using iVote from start to finish – 5 minutes or less (Base Respondents who used iVote n= 883 CATI / n=2634 Online)	47%	63%	45%	40%
Seek assistance at any stage when using iVote – ‘Yes’ (Base n= 1000 CATI / n=3088 Online)	12%	10%	23%	7%
Satisfaction with the assistance received (net Very /Fairly satisfied) (Base: Sought assistance using iVote n=81 CATI / n=406 Online)	85%	98%	73%	92%
Advocacy using iVote (net Very / Fairly likely) (Base: n= 1000 CATI / n=3088 Online)	88%	NA	72%	95%
Confident about using iVote before applying/registering (net Very /Fairly confident) (Base: n= 1000 CATI / n=3088 Online)	88%	88%	85%	91%
Seen or heard any news about iVote recently – ‘Yes’ (Base n= 1000 CATI / n=3088 Online)	5%	8%	11%	11%
The news positive or negative (Base: Saw/heard about iVote news n= 46 CATI / n=336 Online)	+ve: 35% -ve: 41%	+ve: 28% -ve: 52%	+ve: 20% -ve: 68%	+ve: 40% -ve: 46%
Seen /heard news about potential security issues with iVote - ‘Yes’ (Base: Saw/heard about iVote news n= 46 CATI / n=336 Online)	11%	30%	15%	41%



## 5.3 Detailed Findings

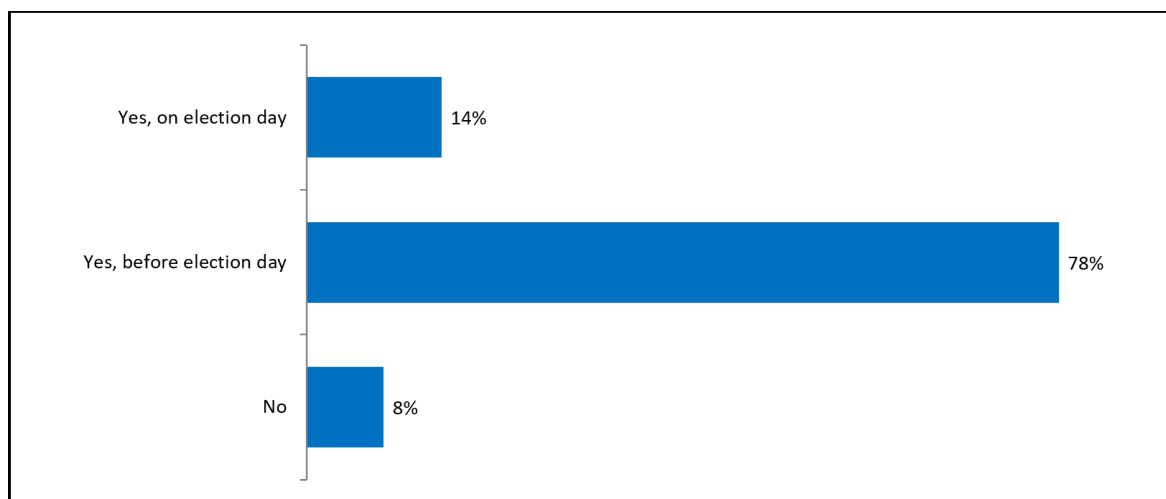
### 5.3.1 Participation in 2019 NSW State Election

#### Voted in election

Just over nine in ten (92%) of respondents participated in the last election. The majority of them (78%) decided to vote before election day and some voted (14%) on election day. 8% did not vote in the 2019 State Election.

- Those aged 18-24 years (29%) and those aged 25-34 years (20%) had a higher likelihood of having voted on election day.
- Those aged 55-74 years had a higher likelihood of having not voted in this election (11%).
- Those who speak English only at home had a higher likelihood of not voting in this election (9%).
- Those who used iVote internet had a had a higher likelihood of having voted before election day (88%).

Figure 5.1: Voted in the election



Base: Asked of all ((Total n=382, iVote telephone n=119, iVote internet n=3399)

Q2. Thinking now about the New South Wales State Election that was held on Saturday 23 March ... did you vote in this election, either by voting on election day or earlier?

Table 5.2: Voted in the election

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
On election day	14%	26%	10%	14%	14%	29%	20%	14%	7%	8%	15%	13%	18%	12%
Before election day	78%	72%	80%	79%	77%	68%	73%	78%	82%	85%	80%	77%	82%	88%
No	8%	3%	10%	8%	9%	3%	7%	8%	11%	8%	5%	9%	0%	0%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all

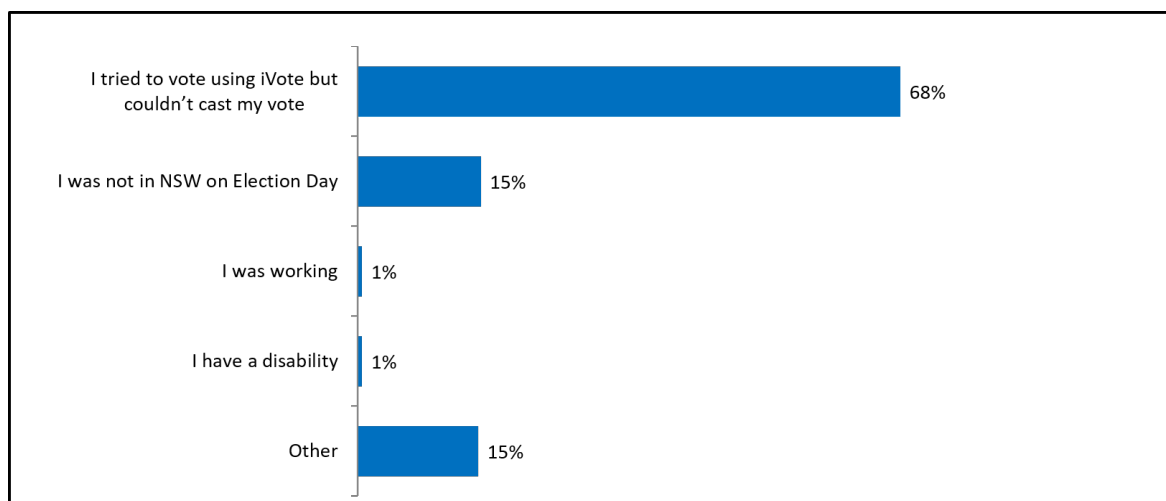
Q2. Thinking now about the New South Wales State Election that was held on Saturday 23 March ... did you vote in this election, either by voting on election day or earlier?

## Reasons for not voting

The most common reason provided for not voting in the election was claimed issues experienced in using iVote (68%), followed by not being in NSW on election day (15%).

- Those aged 25-34 years had a higher likelihood of claiming work as being the reason why they did not vote (5%).

Figure 5.2: Reasons for not voting



Base: Asked those who registered to use iVote but did not vote in election (Total n=338)

Q7. What was the main reason you didn't vote in this election?

Table 5.3: Reasons for not voting

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
I tried to vote using iVote but couldn't cast my vote	68%	63%	68%	65%	69%	68%	79%	70%	63%	69%	65%	68%		
I was not in NSW on Election Day	15%	19%	15%	17%	14%	21%	2%	10%	20%	19%	17%	15%		
I was working	1%	7%	0%	1%	1%	0%	5%	0%	0%	0%	2%	0%		
I have a disability	1%	4%	0%	1%	1%	0%	0%	0%	1%	6%	2%	0%		
Other	15%	7%	16%	17%	14%	11%	14%	19%	15%	6%	11%	16%		
Base: n=	338	27*	311	168	167	19*	43	86	172	16*	46	289	0	0

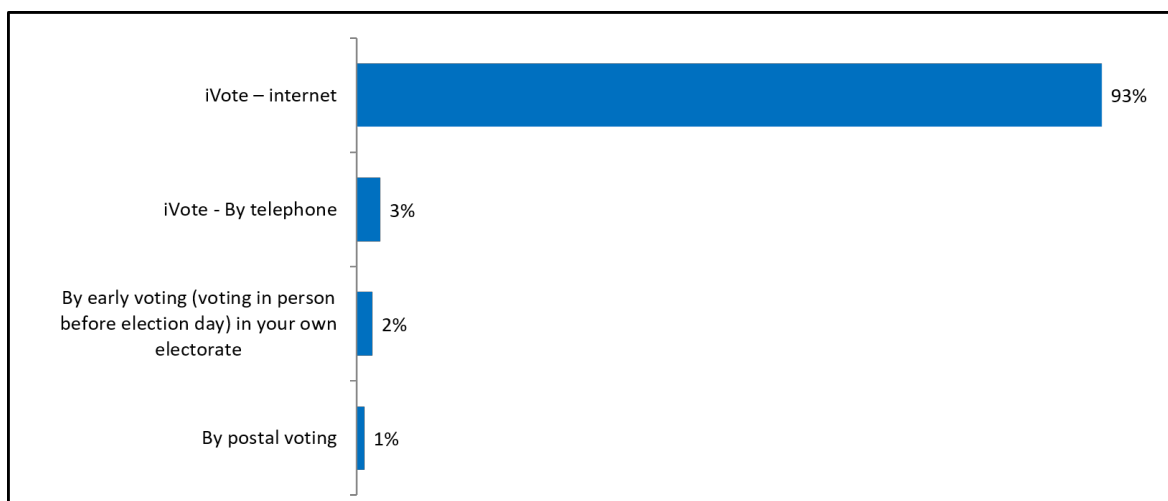
Base: Asked those who registered to use iVote but did not vote in election

Q7. What was the main reason you didn't vote in this election?

## Ways those who registered for iVote voted prior to Election day

Among those who registered for iVote and voted before election day iVote Internet (93%) was the most common method used.

Figure 5.3: Ways voted before election day



Base: Asked those who voted before election day (Total n=3187)  
Q5. Which of the following best describes how you voted? Did you vote...?

Table 5.4: Ways voted before election day

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
iVote – internet	93%	92%	94%	94%	92%	96%	96%	94%	92%	88%	95%	93%	0%	100%
iVote - By telephone	3%	4%	3%	2%	4%	1%	2%	4%	3%	2%	3%	3%	100%	0%
By early voting (voting in person before election day) in your own electorate	2%	2%	2%	2%	2%	1%	1%	1%	2%	5%	1%	2%	0%	0%
By postal voting	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%	0%	0%
By early voting (voting in person before election day) in another electorate	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base: n=	3187	716	2471	1712	1456	403	441	828	1327	179	737	2420	98	2978

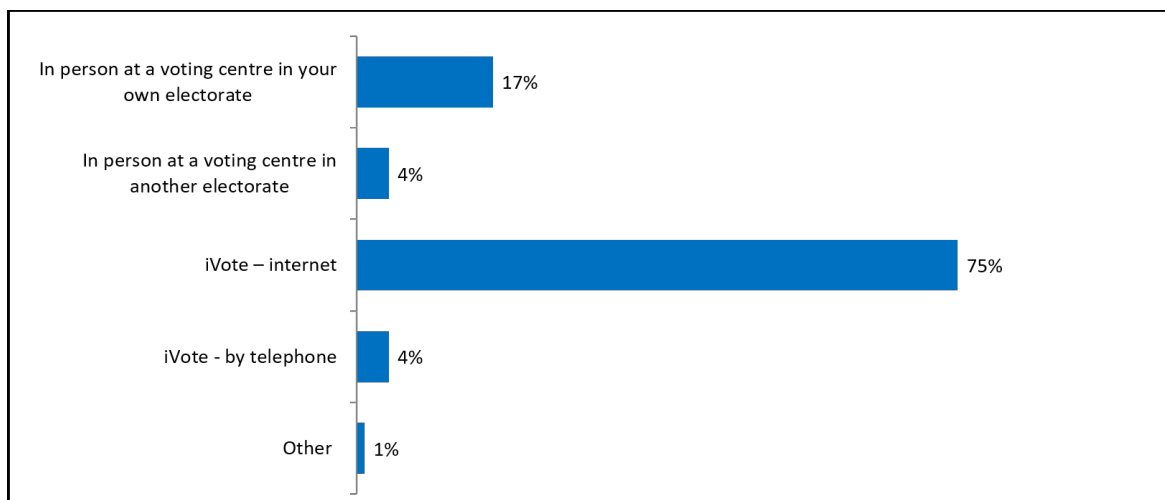
Base: Asked those who voted before election day  
Q5. Which of the following best describes how you voted? Did you vote...?

## Ways those who registered for iVote voted on Election day

Amongst those who registered for iVote and voted on the day, 75% voted using iVote internet and 17% voted in person at voting centre in their own electorate.

- No significant differences were apparent on the basis of demographic characteristics.

Figure 5.4: Ways of voting on election day



Base: Asked those who voted on day (Total n=564)

Q3. Which of the following best describes how you voted? Did you vote...?

Table 5.5: Ways of voting on election day

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
iVote – internet	75%	71%	78%	74%	75%	75%	81%	76%	69%	56%	76%	74%	0%	100%
In person at a voting centre in your own electorate	17%	21%	13%	16%	17%	18%	13%	14%	21%	38%	18%	16%	0%	0%
In person at a voting centre in another electorate	4%	5%	3%	4%	3%	4%	3%	5%	3%	0%	2%	4%	0%	0%
iVote - by telephone	4%	3%	4%	3%	4%	4%	3%	4%	4%	6%	3%	4%	100%	0%
Other	1%	0%	2%	2%	1%	0%	0%	1%	4%	0%	0%	2%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base: n=	564	258	306	298	260	169	119	147	112	16*	143	419	21*	421

Base: Asked those who voted on day

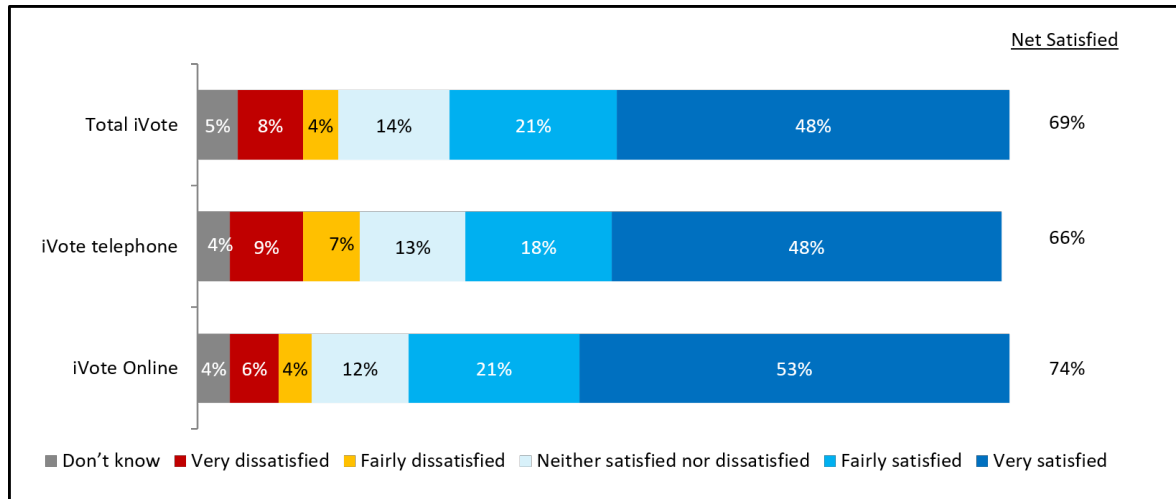
Q3. Which of the following best describes how you voted? Did you vote...?

## Fairness and impartiality

Almost seven in ten (69%) respondents were either Very satisfied or Fairly satisfied that the NSW Electoral Commission conducted the State Election fairly and impartially.

- Those who used iVote internet have a higher likelihood of being satisfied.

Figure 5.5: Satisfaction with fairness and impartiality



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)

Q1. Overall, how satisfied are you that the NSW Electoral Commission conducted the State Election fairly and impartially?

Table 5.6: Satisfaction with fairness and impartiality

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	8%	1%	10%	9%	7%	2%	4%	9%	11%	12%	9%	8%	9%	6%
Fairly dissatisfied	4%	2%	5%	5%	3%	2%	5%	4%	5%	6%	4%	4%	7%	4%
Neither	14%	14%	14%	12%	16%	15%	16%	15%	12%	10%	12%	14%	13%	12%
Fairly satisfied	21%	30%	18%	19%	23%	33%	26%	20%	15%	19%	24%	20%	18%	21%
Very satisfied	48%	52%	47%	52%	45%	47%	42%	47%	52%	46%	47%	49%	48%	53%
Don't know	5%	1%	6%	4%	6%	2%	5%	5%	5%	7%	4%	5%	4%	4%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all

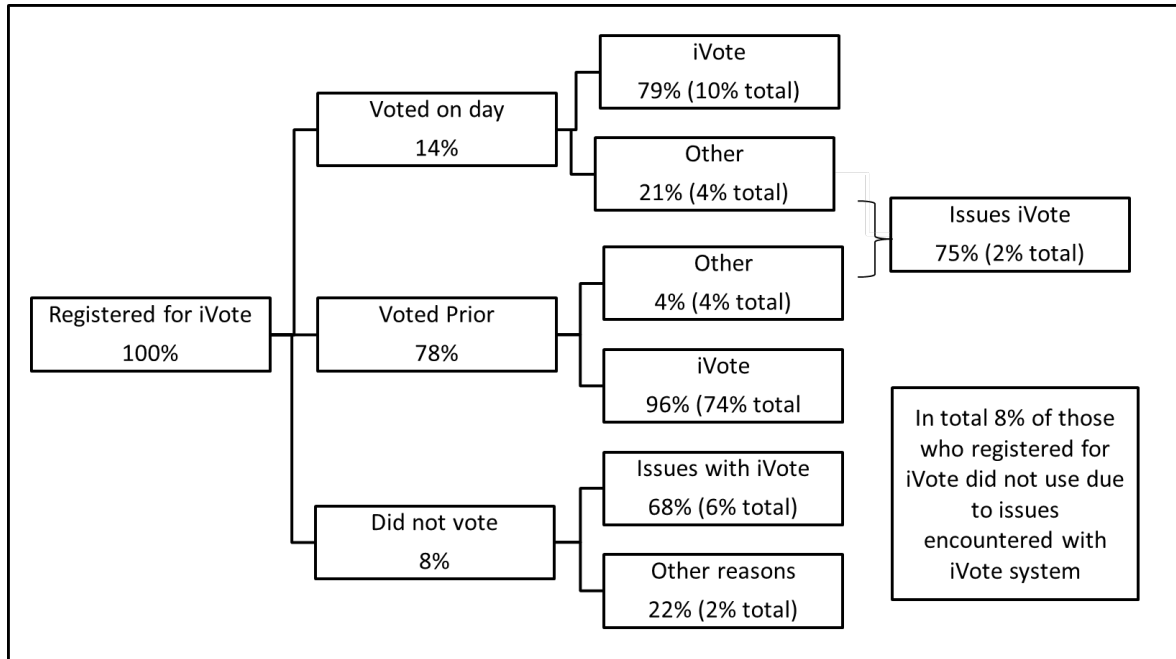
Q1. Overall, how satisfied are you that the NSW Electoral Commission conducted the State Election fairly and impartially?

### 5.3.2 Non-usage of iVote

Of those who registered for iVote, 84% voted via iVote, 8% voted via another mode and 8% did not vote.

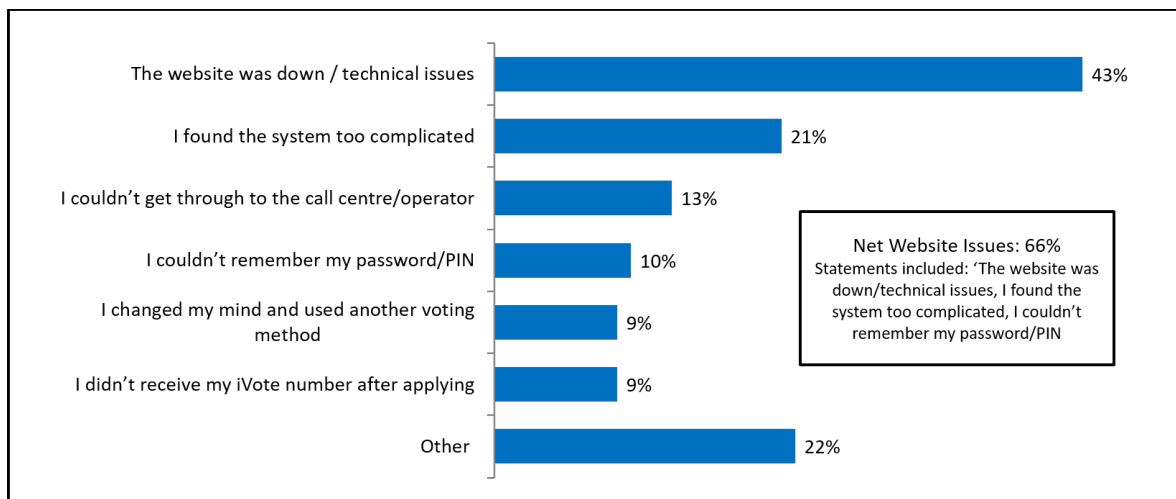
Three-quarters of those who voted via another mode and three-quarters of those who did not vote claimed the reason for this change was due to issues encountered with the iVote system (8% of total voters who registered for vote).

Figure 5.6: Flow chart of iVote registration to voting mode used



The main reason given by those who tried to use iVote but did not end up using was that the website was down or technical issues with website (43%).

Figure 5.7: Reasons for voting by alternative mode to iVote



Base: Asked those who tried to use iVote but did not end up using iVote (Total n=232)  
Q12. Why didn't you vote using iVote?

Figure 5.8: Reasons for voting by alternative mode to iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
The website was down / technical issues	43%	39%	46%	48%	38%	43%	56%	41%	43%	36%	48%	41%		
I found the system too complicated	21%	23%	20%	23%	20%	23%	11%	27%	15%	40%	23%	21%		
I couldn't get through to the call centre/operator	13%	11%	14%	14%	12%	9%	11%	12%	16%	12%	16%	12%		
I couldn't remember my password/PIN	10%	8%	12%	15%	4%	7%	15%	12%	11%	4%	14%	10%		
I changed my mind and used another voting method	9%	16%	6%	11%	8%	16%	15%	4%	7%	12%	14%	9%		
I didn't receive my iVote number after applying	9%	9%	8%	7%	10%	11%	7%	6%	6%	20%	5%	10%		
Other	22%	22%	23%	16%	29%	27%	11%	27%	23%	16%	20%	23%		
Base: n=	232	90	142	123	106	44	27*	49	87	25*	44	186	0	0

Base: Asked those who tried to use iVote but did not end up using iVote

Q12. Why didn't you vote using iVote?

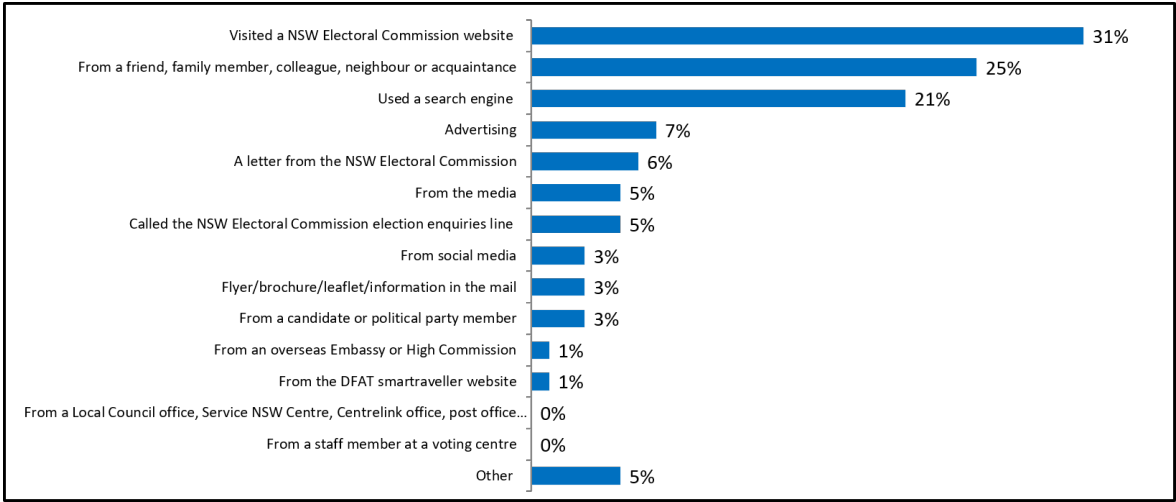
5.3.3 Decision to use iVote

Sources of iVote awareness

Almost one-third (31%) found out about iVote from visiting the NSW Electoral Commission website.

- Those who used iVote internet have a higher likelihood of having visited the NSW Electoral commission website.

Figure 5.9: Sources of iVote awareness



Base: Asked of all (Total n= 4088)  
Q44. How did you hear about iVote?



Table 5.7: Sources of iVote awareness

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Visited NSW Electoral Commission website	31%	15%	36%	33%	29%	15%	34%	33%	35%	26%	33%	30%	18%	32%
From a friend, family member, colleague, neighbour	25%	51%	16%	23%	27%	59%	32%	23%	12%	12%	29%	23%	24%	25%
Used a search engine (e.g. Google)	21%	25%	20%	21%	21%	23%	26%	22%	20%	17%	23%	21%	24%	22%
Advertising	7%	4%	8%	8%	6%	3%	4%	5%	9%	18%	5%	7%	12%	6%
A letter from the NSW Electoral Commission	6%	1%	8%	6%	6%	1%	3%	9%	7%	5%	6%	6%	5%	6%
From the media	5%	3%	6%	6%	4%	2%	3%	5%	7%	12%	4%	6%	8%	5%
Called NSW Electoral Commission election enquiries line	5%	2%	6%	5%	6%	1%	2%	3%	8%	12%	4%	5%	9%	5%
From social media	3%	5%	3%	3%	3%	5%	5%	5%	2%	0%	4%	3%	3%	3%
Flyer/brochure/leaflet/information in the mail	3%	2%	3%	3%	3%	2%	1%	3%	4%	2%	2%	3%	2%	3%
From a candidate or political party member	3%	1%	3%	3%	3%	1%	0%	1%	4%	8%	1%	3%	3%	3%
From an overseas Embassy or High Commission	1%	0%	2%	1%	1%	1%	2%	3%	1%	1%	2%	1%	2%	2%
From DFAT Smarttraveller website	1%	0%	1%	1%	1%	0%	0%	2%	1%	0%	1%	1%	0%	1%
Other	5%	3%	6%	5%	5%	2%	5%	6%	6%	4%	6%	5%	8%	5%
Don't know	2%	1%	3%	3%	2%	1%	3%	2%	3%	3%	1%	3%	2%	2%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all  
Q44. How did you hear about iVote?

## Recall of iVote advertising

Amongst those who saw or heard advertising about iVote, 37% saw or heard on television; followed by on newspaper at 20%.

Figure 5.10: Recall of iVote advertising

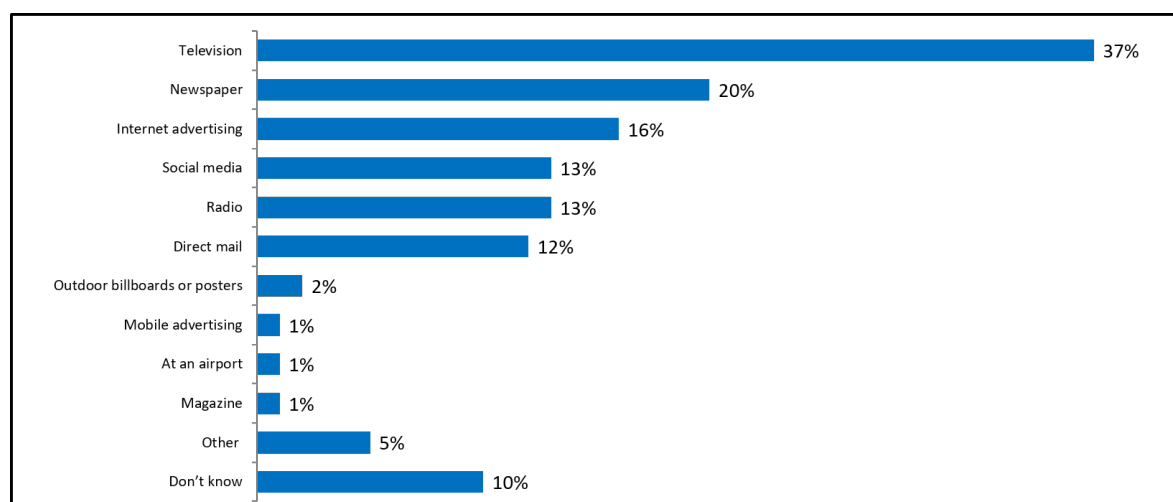


Figure 5.11:

Base: Asked those who saw/heard advertising about iVote (Total n= 284)  
Q45. Where did you see or hear advertising about voting using iVote?

Table 5.8: Recall of iVote advertising

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Television	37%	44%	36%	38%	37%	25%	27%	29%	41%	46%	31%	38%	50%	37%
Newspaper	20%	14%	21%	24%	12%	0%	4%	13%	26%	24%	19%	20%	14%	22%
Internet advertising	16%	8%	17%	18%	13%	19%	19%	20%	16%	5%	13%	16%	0%	15%
Social media	13%	44%	9%	14%	13%	44%	35%	22%	6%	3%	13%	13%	21%	12%
Radio	13%	14%	13%	10%	18%	6%	19%	13%	11%	22%	2%	15%	14%	13%
Direct mail	12%	8%	13%	9%	17%	6%	12%	16%	13%	3%	13%	12%	7%	13%
Outdoor billboards or posters	2%	0%	2%	3%	1%	6%	8%	4%	1%	0%	4%	1%	0%	3%
Mobile advertising	1%	0%	2%	2%	1%	0%	4%	2%	1%	0%	2%	1%	7%	1%
At an airport	1%	0%	2%	1%	2%	0%	4%	4%	1%	0%	2%	1%	0%	2%
Magazine	1%	0%	1%	1%	1%	0%	0%	2%	0%	3%	2%	0%	0%	1%
At a seaport	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%
Other	5%	3%	5%	6%	3%	0%	4%	7%	5%	3%	10%	3%	14%	5%
Don't know	10%	0%	11%	10%	8%	0%	12%	9%	11%	11%	8%	10%	7%	10%
Base: n=	284	36	248	176	107	16*	26*	55	150	37	48	233	14*	220

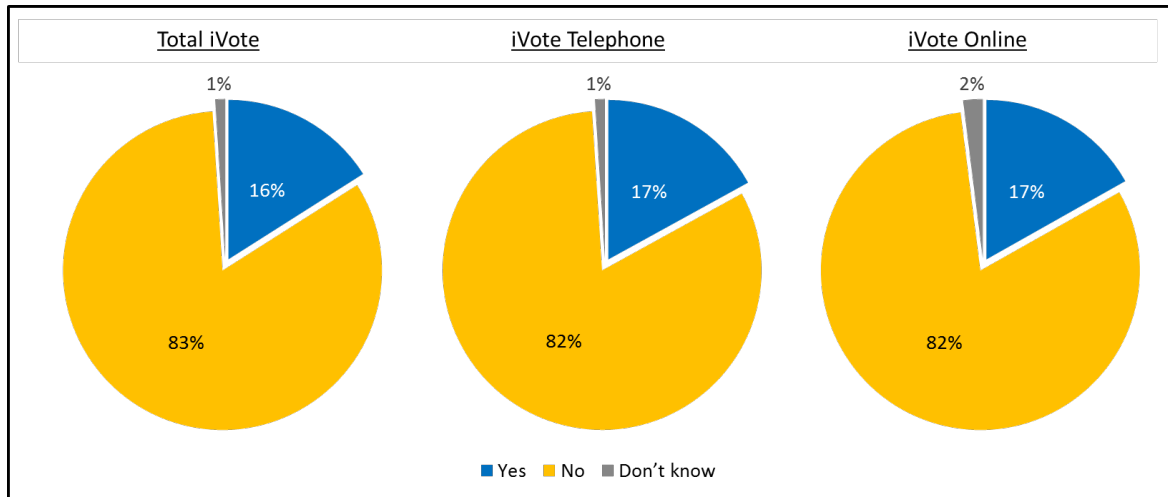
Base: Asked those who saw/heard advertising about iVote  
Q45. Where did you see or hear advertising about voting using iVote?

## Prior use of iVote

Almost two in ten respondents voted using iVote in NSW State Elections or by-elections before 2019.

- Males (17%), those aged 35-54 years (19%), those aged 55-74 years (18%), those aged 75+ years (24%), those who speak a language other than English at home (19%) and those who used iVote internet (17%) were more likely to have voted using iVote prior to 2019.

Figure 5.12: Prior use of iVote



Base: Asked of all (Total n= 4088, iVote telephone n=119, iVote internet n=3399)  
Q11. Have you voted using iVote in NSW State Elections or by-elections prior to 2019?

Figure 5.13: Prior use of iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	16%	6%	19%	17%	14%	2%	15%	19%	18%	24%	19%	15%	17%	17%
No	83%	93%	79%	81%	84%	97%	82%	80%	80%	75%	79%	84%	82%	82%
Don't know	1%	1%	2%	2%	1%	1%	3%	1%	1%	1%	2%	1%	1%	2%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

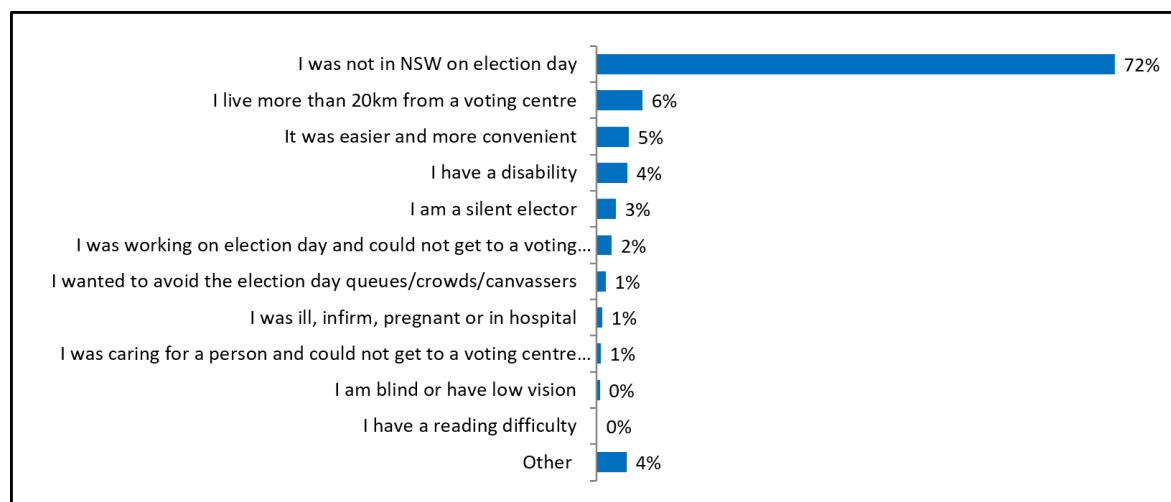
Base: Asked of all  
Q11. Have you voted using iVote in NSW State Elections or by-elections prior to 2019?

## Reasons for using iVote

Amongst those who used iVote, 72% of voters surveyed chose to use iVote because they were not in NSW on election day.

- Those aged 18-24 years (78%), those in metro areas (76%) and those who speak a language other than English at home (76%) were more likely to state that they used iVote because they were not in NSW on election day.
- Those aged 18-24 years (10%), those in non-metro areas (13%) and those who speak English at home (7%) were more likely to state that they used iVote because they live more than 20km from a voting centre.

Figure 5.14: Reasons for using iVote



Base: Asked those who used iVote (Total n= 3517)  
Q10. What is the main reason you voted using iVote?

Table 5.9: Reasons for using iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
I was not in NSW on election day	72%	66%	74%	72%	72%	72%	78%	72%	72%	52%	76%	71%	76%	72%
I live more than 20km from voting centre	6%	9%	5%	6%	7%	10%	5%	6%	6%	5%	3%	7%	3%	7%
I have a disability	4%	1%	5%	4%	5%	1%	1%	2%	6%	20%	2%	5%	2%	4%
I am a silent elector	3%	0%	4%	3%	2%	0%	0%	4%	4%	1%	2%	3%	3%	3%
I was working on election day	2%	7%	1%	2%	2%	6%	3%	2%	0%	0%	3%	2%	0%	2%
I was ill, infirm, pregnant or in hospital	1%	1%	1%	1%	1%	0%	1%	1%	0%	5%	1%	1%	1%	1%
I was caring for a person and could not get to a voting centre	1%	1%	0%	1%	1%	0%	0%	1%	1%	2%	1%	1%	1%	1%
I am blind or have low vision	0%	0%	1%	0%	1%	0%	0%	0%	1%	2%	0%	1%	3%	0%
I have a reading difficulty	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Base: n=	3517	883	2634	1887	1608	527	533	925	1352	170	836	2651	119	3398

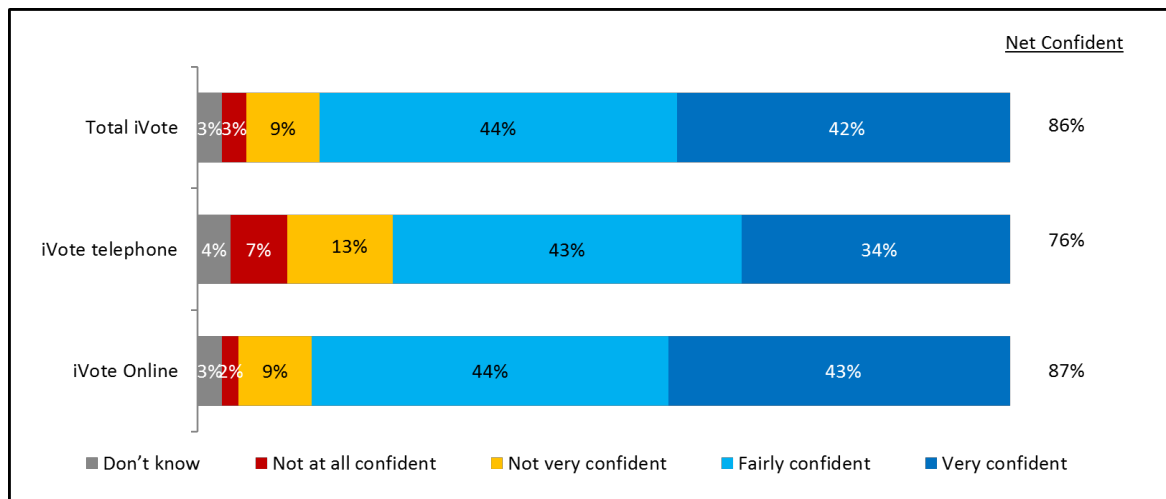
Base: Asked those who used iVote  
Q10. What is the main reason you voted using iVote?

## Confidence in using iVote prior to using

Almost nine in ten (86%) said that they felt confident when using iVote (42% Very confident and 44% Fairly confident).

- Those who used iVote internet were more likely to feel confident (87%).
- The level of confidence in using iVote before applying or registering decreased slightly compared to 2015 (85% in 2019 vs 91% in 2015) amongst those who completed the online survey but has remained stable compared to 2015 (both at 88%) amongst those who completed the CATI survey.

Figure 5.15: Confidence in using iVote



Base: Asked of all (Total n= 4088, iVote telephone n=119, iVote internet n=3399)  
Q46. How confident did you feel about using iVote before applying/registering for iVote?

Table 5.10: Confidence in using iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Not at all confident	3%	1%	3%	2%	3%	2%	2%	2%	3%	5%	2%	3%	7%	2%
Not very confident	9%	9%	8%	8%	9%	10%	9%	8%	8%	10%	9%	8%	13%	9%
Fairly confident	44%	42%	44%	44%	44%	41%	43%	44%	46%	43%	43%	44%	43%	44%
Very confident	42%	45%	40%	43%	41%	45%	41%	43%	40%	40%	42%	42%	34%	43%
Don't know	3%	2%	4%	3%	3%	2%	5%	3%	3%	1%	3%	3%	4%	3%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all  
Q46. How confident did you feel about using iVote before applying/registering for iVote?

5.3.4 iVote registration

Incidence of iVote registration

Online was the most common channel for applying or registering for iVote at 89%.

- Those aged 18-24 years (97%), those aged 25-34 years (94%), those who live in metro areas (90%), those who speak a language other than English at home (92%) and those who used iVote internet (90%) were more likely to apply or register for iVote via online.

Figure 5.16: Incidence of iVote registration

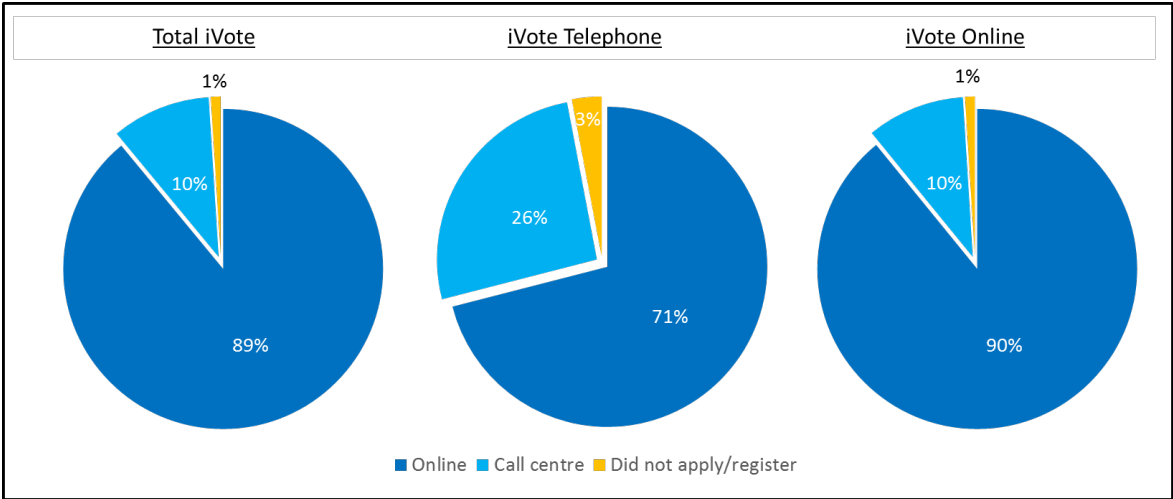


Figure 5.17:

Base: Asked of all (Total n= 4088, iVote telephone n=119, iVote internet n=3399)  
Q28. Did you apply/register for iVote via the call centre or online?

Table 5.11: Incidence of iVote registration

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Online	89%	97%	87%	89%	89%	97%	94%	91%	84%	85%	92%	88%	71%	90%
Call centre	10%	3%	13%	10%	10%	3%	5%	9%	15%	14%	7%	11%	26%	10%
Did not apply/register	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	3%	1%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

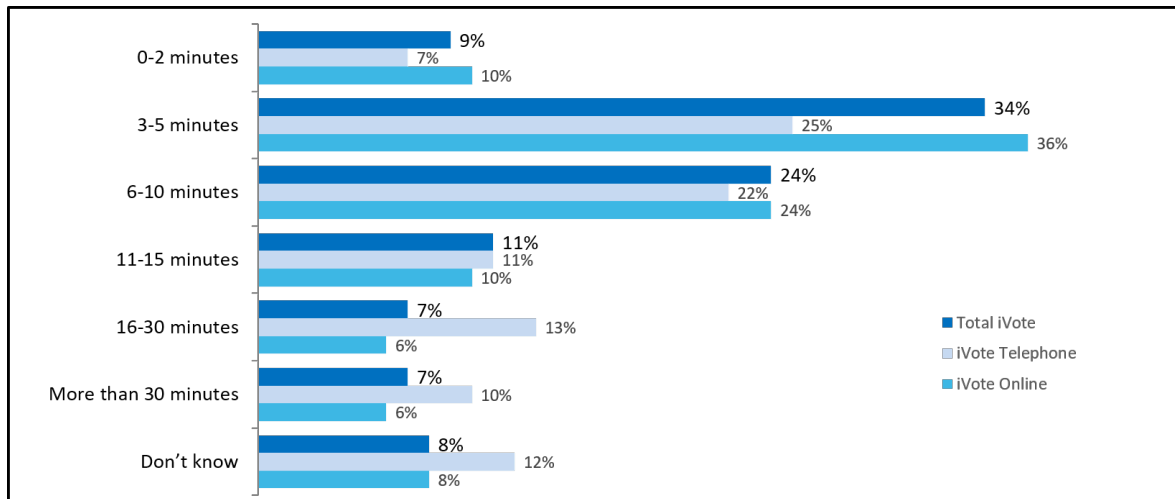
Base: Asked of all  
Q28. Did you apply/register for iVote via the call centre or online?

## Time spent registering

For almost two in five (43%) who registered, it took 5 minutes or less to apply or register to use iVote.

- Those aged 25-34 years were more likely to take more than 30 minutes to apply or register to use iVote (10%).
- Those who used iVote internet were more likely to take 0-2 minutes (10%) and 3-5 minutes (36%).

Figure 5.18: Time spent registering



Base: Asked those who registered (Total n= 4060, iVote telephone n=115, iVote internet n=3378)  
Q29. Approximately how long did it take for you to apply/register to use iVote?

Figure 5.19: Time spent registering

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
0-2 minutes	9%	9%	9%	9%	10%	9%	11%	11%	8%	7%	10%	9%	7%	10%
3-5 minutes	34%	38%	33%	35%	34%	39%	36%	36%	32%	27%	32%	35%	25%	36%
6-10 minutes	24%	25%	23%	25%	23%	24%	22%	24%	25%	21%	25%	24%	22%	24%
11-15 minutes	11%	8%	11%	10%	10%	7%	10%	11%	12%	13%	13%	10%	11%	10%
16-30 minutes	7%	8%	7%	7%	7%	8%	5%	6%	8%	8%	8%	7%	13%	6%
More than 30 minutes	7%	6%	7%	6%	8%	6%	10%	7%	6%	10%	7%	7%	10%	6%
Don't know	8%	6%	9%	8%	8%	6%	7%	7%	9%	15%	6%	9%	12%	8%
Base: n=	4060	992	3068	2164	1868	589	595	1054	1602	208	917	3108	115	3378

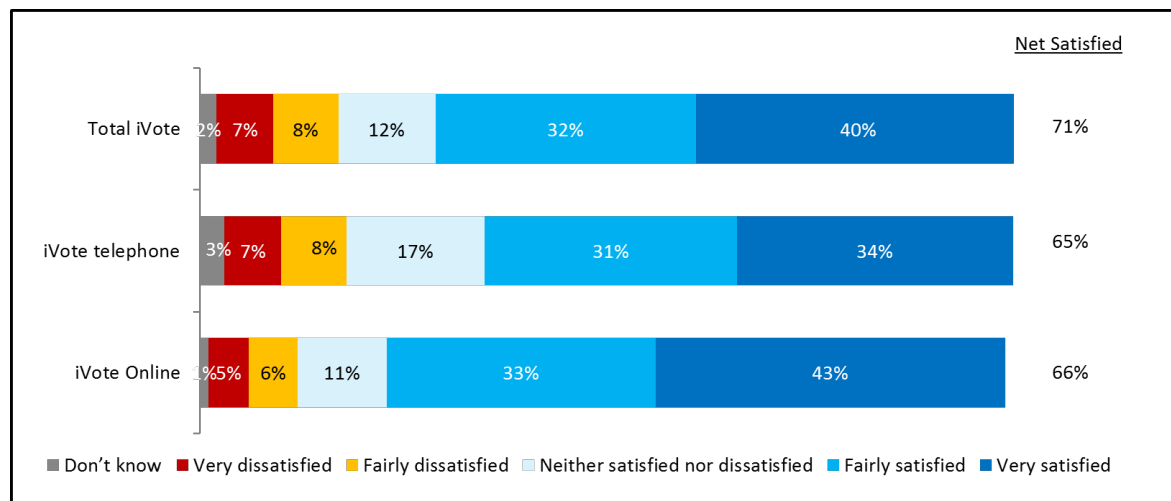
Base: Asked those who registered  
Q29. Approximately how long did it take for you to apply/register to use iVote?

## Satisfaction with time spent registering

Amongst those who applied or registered for iVote, seven in ten (71%) were satisfied with the amount of time it took to apply or register to use iVote (40% Very satisfied and 32% Fairly satisfied).

- Those aged 18-24 years (85%), those who speak a language other than English (75%) and those who used iVote internet (76%) were more likely to be satisfied with the amount of time spent applying or registering for iVote.

Figure 5.20: Satisfaction with time spent registering



Base: Asked those who registered (Total n= 4060, iVote telephone n=115, iVote internet n=3378)  
Q30. Were you satisfied or dissatisfied with the amount of time it took to apply/register to use iVote?

Table 5.12: Satisfaction with time spent registering

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	7%	3%	8%	7%	7%	3%	9%	7%	8%	14%	5%	8%	7%	5%
Fairly dissatisfied	8%	4%	9%	8%	7%	4%	5%	7%	10%	11%	7%	7%	8%	6%
Neither	12%	6%	15%	12%	13%	7%	13%	12%	14%	12%	12%	13%	17%	11%
Fairly satisfied	32%	32%	31%	33%	31%	34%	33%	33%	30%	28%	34%	31%	31%	33%
Very satisfied	40%	54%	35%	39%	41%	51%	39%	40%	37%	32%	41%	39%	34%	43%
Don't know	2%	1%	2%	1%	2%	1%	1%	2%	2%	3%	1%	2%	3%	1%
Base: n=	4060	992	3068	2164	1868	589	595	1054	1602	208	917	3108	115	3378

Base: Asked those who registered  
Q30. Were you satisfied or dissatisfied with the amount of time it took to apply/register to use iVote?



## Suggested improvements to the iVote registration process

The below comments detail suggested improvements that could be made to the iVote application process.

<i>"Remove the need to call, and make it more app based and user friendly."</i>	<i>"I was happy with the process. I initially tried online however, I had recently changed my address and was prompted to call. The staff member on the phone was friendly and helpful and I was happy to go to."</i>	<i>"I had to create a password and spell that to a person on the phone who entered that in the system. That still makes me laugh in a head-shaking manner. Nothing secure about that."</i>
<i>"I was overseas and couldn't receive text messages for part of the identity verification."</i>	<i>"Make sure the online application process is working. I had to call the call centre to organise my on line registration and password."</i>	<i>"Improve your servers, application process was inaccessible for the week leading up to election day."</i>
<i>"Somehow simplify it. Not sure exactly how that would be possible while ensuring security."</i>	<i>"Improve the website for the actually voting make the verification process better and explain in more detail, it sounds like I did not have to verify my iVote, but I am unsure. The verification app did not work."</i>	<i>"Make sure there are no glitches along the way. No need to call service centre."</i>
<i>"The online system did not work so I had to call the call centre twice. The first time, even though I was told I had registered for iVote, it appeared that I had not so I had to call again."</i>		<i>"There were too many processes - registration, online voting then having to download an app which is time consuming and complicated."</i>

Base: Asked those who registered (Total n=4060)  
Q30b. How could we improve the iVote application process?

### 5.3.5 How accessed iVote

#### Device used for iVote internet

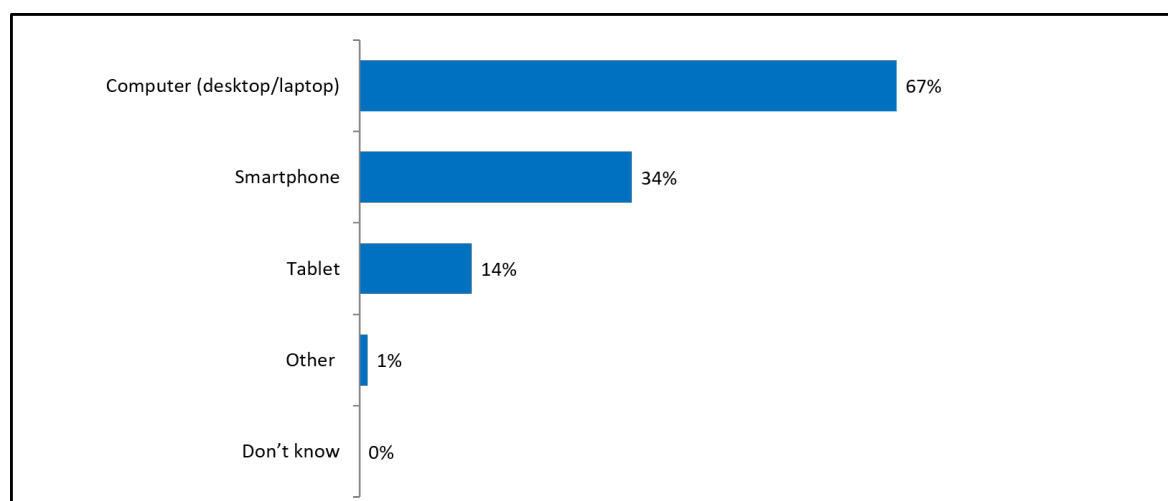
Amongst those who voted using iVote internet, computer (67%) was the device used more often; followed by smartphones (34%).

- Males (70%), those aged 75+ years (79%) and those who live in metro areas (69%) were more likely to have voted using computer.
- Females (37%), those aged 18-24 years (48%), those aged 25-34 years (56%), those aged 35-54 years (40%) and those who live in metro areas (36%) had a higher likelihood of having voted using smartphone.
- Those aged 55-74 years (23%), those who speak English only at home (16%) and those who live in regional areas (18%) had a higher likelihood of having used a tablet to vote.

Compare to 2015:

- Amongst those who iVoted online in the CATI survey, devices used to access iVote has remained unchanged (61% computer in 2019 vs 61% computer in 2015).
- Amongst those who iVoted online in the online survey, devices used to access iVote has remained unchanged (69% computer in 2019 vs 69% computer in 2015).

Figure 5.21: How claim to have used iVote internet



Base: Asked those who iVoted online (Total n=3399)  
Q8. Which of the following devices did you use to access iVote?

Table 5.13: How claim to have used iVote internet

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Computer	67%	61%	69%	70%	64%	64%	68%	68%	66%	79%	70%	66%		67%
Smartphone	34%	45%	31%	32%	37%	48%	56%	40%	20%	10%	37%	34%		34%
Tablet	14%	6%	16%	14%	14%	4%	4%	11%	23%	14%	8%	16%		14%
Other	1%	0%	1%	0%	1%	0%	0%	0%	1%	2%	0%	1%		1%
Don't know/can't remember	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		0%
Base: n=	3399	845	2554	1836	1541	515	518	887	1303	166	807	2562	0	3399

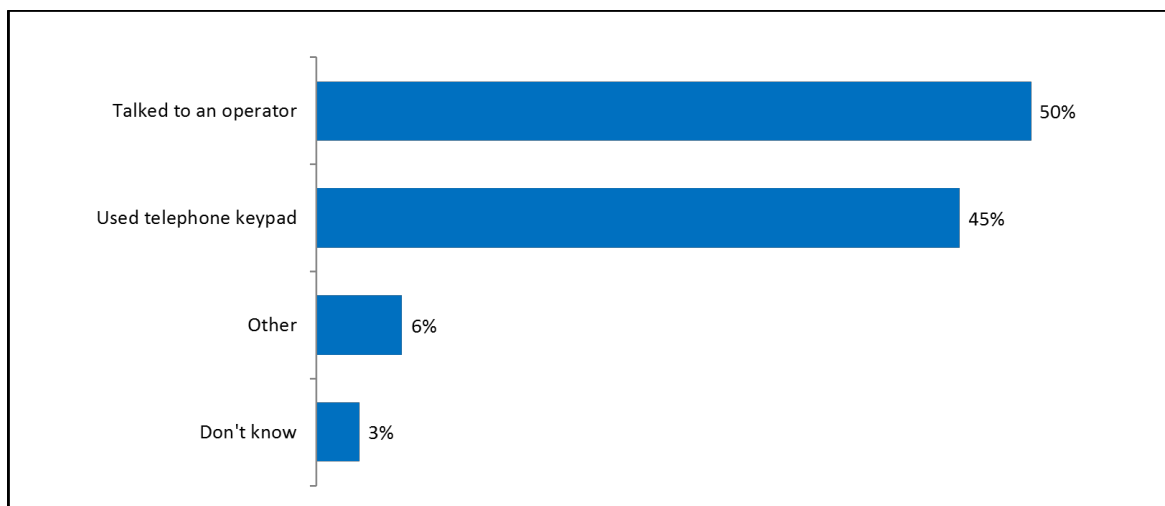
Base: Asked those who iVoted online  
Q8. Which of the following devices did you use to access iVote?

## How used iVote Telephone

Amongst those who iVoted by phone, half (50%) talked to an operator and almost half (45%) used the telephone keypad.

- No significant difference on the basis of demographic characteristics apparent.

Figure 5.22: How claim to have used iVote telephone



Base: Asked (those who iVoted by phone (Total n=119)

Q9. When using the phone to iVote did you ...

Table 5.14: How claim to have used iVote telephone

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Talk to an operator	50%	38%	56%	55%	47%	50%	40%	44%	57%	75%	41%	53%	50%	
Use the telephone keypad	45%	56%	40%	43%	47%	33%	47%	56%	41%	25%	52%	43%	45%	
Other	6%	5%	6%	6%	6%	17%	7%	5%	4%	0%	3%	7%	6%	
Don't know/can't remember	3%	3%	3%	2%	3%	0%	7%	3%	2%	0%	3%	2%	3%	
Base: n=	119	39	80	51	68	12*	15*	39	49	4*	29*	90	119	0

Base: Asked those who iVoted by phone

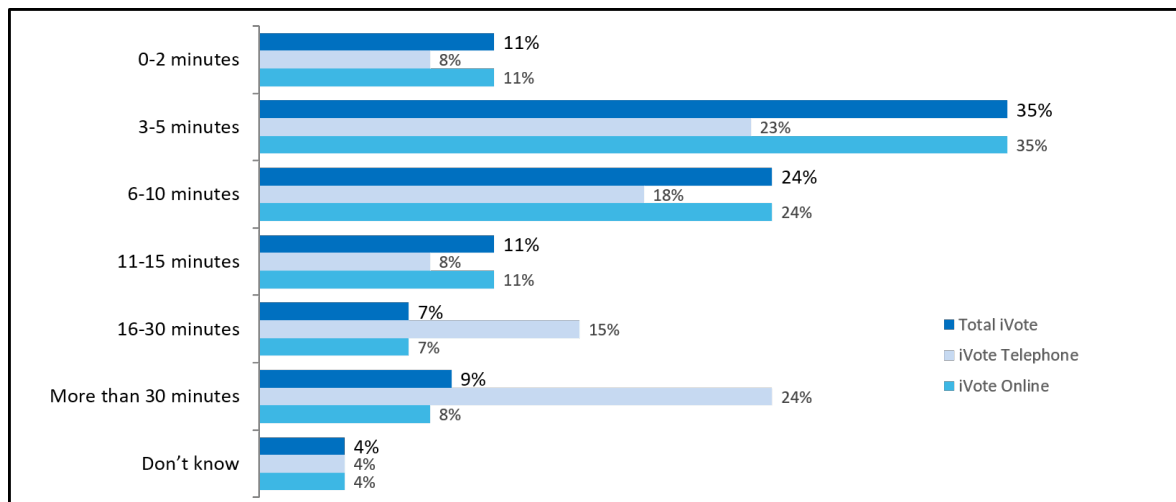
Q9. When using the phone to iVote did you ...

### 5.3.6 Time spent voting via iVote

70% of voters spent ten minutes or less voting via iVote (11% 0-2 minutes, 35% 3-5 minutes and 24% 6-10 minutes), with less than one in ten (9%) of voters spending more than 20 minutes casting their vote.

- Those using iVote telephone were significantly more likely to spend more than 15 minutes voting (15% spent 16-30 minutes vs 7% for iVote internet, and 24% spent more than 30 minutes vs 8% for iVote internet).

Figure 5.23: Time spent casting a vote using iVote



Base: Asked those who used iVote (Total n= 3517, iVote telephone n=119, iVote internet n=3398)  
Q32. Approximately how long did it take for you to cast a vote using iVote from start to finish?

Table 5.15: Time spent casting a vote using iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
0-2 minutes	11%	9%	12%	12%	10%	7%	8%	13%	12%	13%	11%	11%	8%	11%
3-5 minutes	35%	38%	33%	34%	35%	36%	32%	36%	36%	26%	35%	35%	23%	35%
6-10 minutes	24%	24%	23%	24%	23%	25%	28%	21%	23%	24%	25%	23%	18%	24%
11-15 minutes	11%	10%	11%	11%	10%	12%	9%	11%	10%	14%	11%	10%	8%	11%
16-30 minutes	7%	9%	7%	7%	7%	10%	9%	7%	6%	4%	7%	8%	15%	7%
More than 30 minutes	9%	6%	10%	8%	9%	7%	9%	9%	9%	8%	8%	9%	24%	8%
Don't know	4%	4%	4%	4%	4%	3%	5%	3%	4%	11%	4%	4%	4%	4%
Base: n=	3517	883	2634	1887	1608	527	533	925	1352	170	836	2651	119	3398

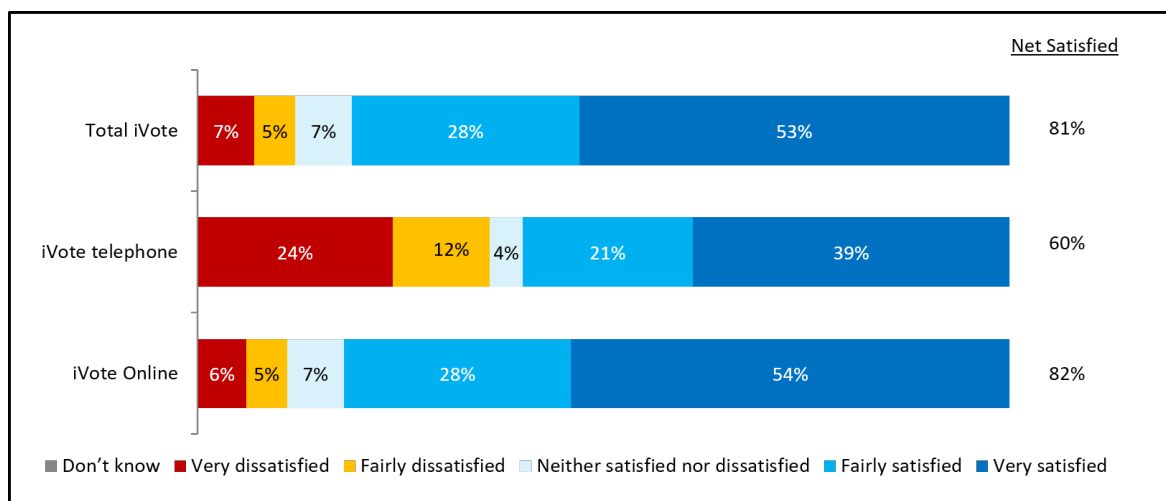
Base: Asked those who used iVote  
Q32. Approximately how long did it take for you to cast a vote using iVote from start to finish?

## Satisfaction with time spent voting

81% of voters in the survey were satisfied with the time spent voting.

- Satisfaction with time spent voting is significantly higher among those who used iVote internet vs those who used iVote Telephone (82% vs 60%).
- Satisfaction with time spent is significantly higher among those aged 18-24 (88%).

Figure 5.24: Satisfaction with time spent casting a vote using iVote



Base: Asked those who used iVote (Total n= 3517, iVote telephone n=119, iVote internet n=3398)  
Q31. Were you satisfied or dissatisfied with the amount of time it took to cast a vote using iVote?

Table 5.16: Satisfaction with time spent casting a vote using iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	7%	2%	8%	7%	6%	4%	6%	7%	8%	8%	5%	7%	24%	6%
Fairly dissatisfied	5%	3%	6%	5%	5%	4%	4%	5%	6%	5%	5%	5%	12%	5%
Neither	7%	3%	9%	7%	7%	4%	8%	7%	7%	10%	6%	7%	4%	7%
Fairly satisfied	28%	27%	28%	29%	27%	29%	29%	28%	27%	28%	33%	27%	21%	28%
Very satisfied	53%	64%	49%	53%	53%	59%	51%	54%	52%	49%	50%	54%	39%	54%
Don't know	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%
Base: n=	3517	883	2634	1887	1608	527	533	925	1352	170	836	2651	119	3398

Base: Asked those who used iVote  
Q31. Were you satisfied or dissatisfied with the amount of time it took to cast a vote using iVote?

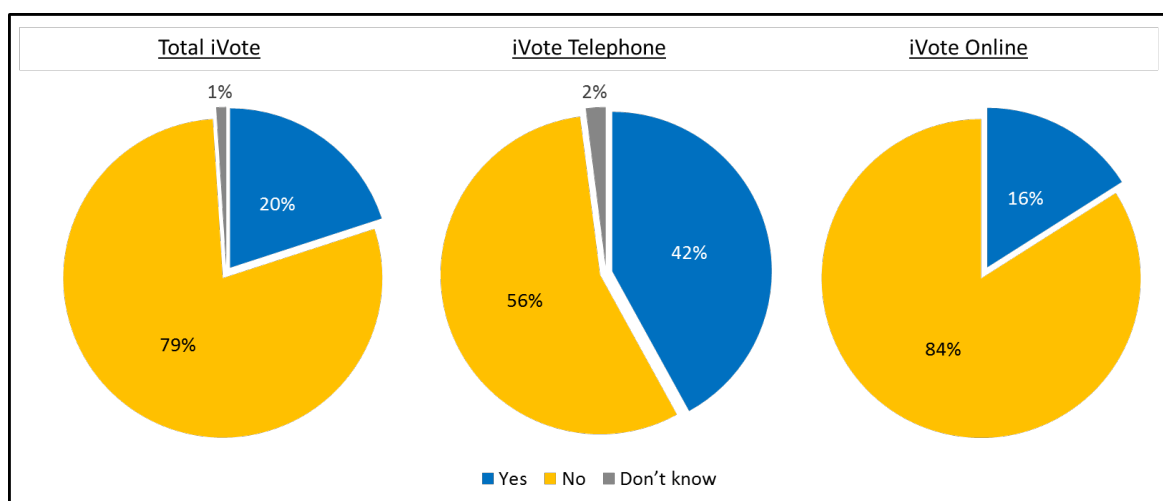
### 5.3.7 Assistance in using iVote

#### Seeking of assistance when using iVote

One in five (20%) sought assistance at some stage when they were using iVote.

- Females (22%), those aged 55-74 years (24%), those aged 75+ years (28%), those who only speak English at home (22%) and those who used iVote telephone (42%) were significantly more likely to have sought assistance at some stage when using iVote.
- Amongst those who completed the CATI survey, around one in ten (12%) sought assistance, which is on par with 2015 (10%).
- Amongst those who completed the online survey, more people sought for assistance this year compared to 2015 (23% in 2019 vs 7% in 2015)

Figure 5.25: Incidence of seeking assistance



Base: Asked of all (Total n= 4088, iVote telephone n=119 iVote internet n=3399)  
Q33. Did you seek assistance at any stage when you were using iVote?

Table 5.17: Incidence of seeking assistance

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	20%	12%	23%	19%	22%	14%	17%	19%	24%	28%	16%	22%	42%	16%
No	79%	87%	76%	80%	77%	86%	81%	80%	76%	71%	83%	78%	56%	84%
Don't know	1%	0%	1%	1%	1%	0%	2%	0%	1%	1%	1%	1%	2%	0%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

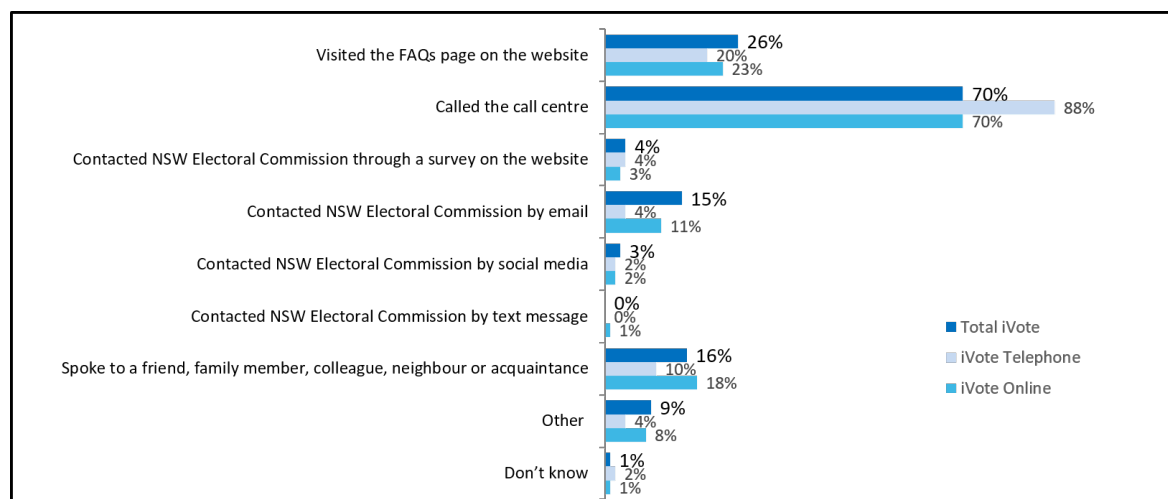
Base: Asked of all  
Q33. Did you seek assistance at any stage when you were using iVote?

## How sought assistance when using iVote

70% of those who sought assistance when using iVote called the call centre, 26% visited the FAQ page on website and 16% sought assistance from family or friends.

- Those using iVote telephone had a higher likelihood of having called the call centre (88%).
- A higher likelihood of asking family or friends for assistance was apparent among those aged 18-24 (28%), aged 75 and over (28%) and those who used iVote internet (18%).
- Those aged 35-54 years had a higher likelihood of seeking assistance by contacting NSW Electoral Commission by text message (7%).

Figure 5.26: Ways of seeking assistance



Base: Asked those who sought assistance when using iVote (Total n= 838, iVote telephone n=50, iVote internet n=532)  
Q35. How did you seek assistance?

Table 5.18: Ways of seeking assistance

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Visited the FAQs page on the website	26%	4%	29%	26%	26%	9%	30%	33%	24%	28%	21%	27%	20%	23%
Called the call centre	70%	69%	70%	70%	70%	64%	67%	75%	70%	65%	65%	71%	88%	70%
Contacted Electoral Commission through survey on website	4%	1%	5%	6%	3%	4%	4%	4%	6%	0%	3%	5%	4%	3%
Contacted Electoral Commission by email	15%	0%	17%	16%	13%	4%	13%	12%	19%	13%	11%	15%	4%	11%
Contacted Electoral Commission by social media	3%	0%	3%	4%	2%	1%	2%	7%	1%	2%	2%	3%	2%	2%
Contacted Electoral Commission by text message	0%	0%	0%	1%	0%	0%	0%	0%	0%	2%	1%	0%	0%	1%
Spoke to a friend, family member, etc	16%	27%	14%	12%	19%	28%	20%	12%	12%	28%	21%	14%	10%	18%
Other	9%	5%	10%	7%	11%	9%	8%	9%	9%	10%	9%	9%	4%	8%
Did not seek	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	1%	0%	1%	1%	1%	2%	0%	1%	0%	2%	1%	1%	2%	1%
Base: n=	838	122	716	413	417	81	105	206	382	60	150	680	50	532

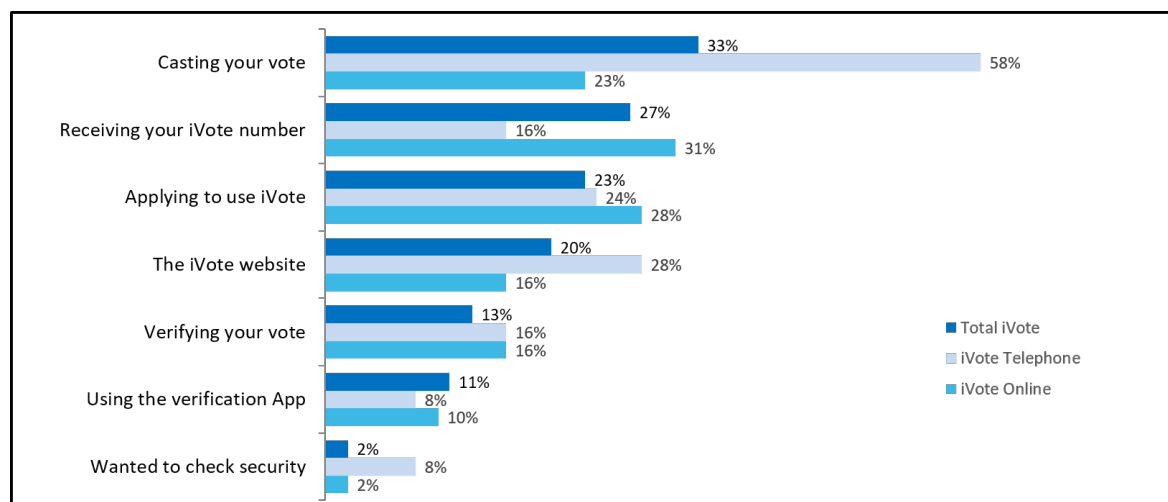
Base: Asked those who sought assistance when using iVote  
Q35. How did you seek assistance?

## Reasons for seeking assistance when using iVote

The key reason for seeking assistance was in regard to casting of vote (33%), receiving iVote number (27%) and applying to use iVote (23%).

- Those who used iVote telephone had a higher likelihood of having sought assistance about casting their vote (58%), checking security (8%) and checking ballot paper had all options (6%).
- Those who used iVote internet had a higher likelihood of having sought assistance about receiving iVote number (31%) and applying to use iVote (28%).

Figure 5.27: Reasons for seeking assistance



Base: Asked those who sought assistance when using iVote (Total n= 838, iVote telephone n=50, iVote internet n=532)  
Q34. What did you seek assistance about?

Table 5.19: Reasons for seeking assistance

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Casting your vote	33%	30%	34%	32%	34%	28%	32%	35%	32%	40%	33%	33%	58%	23%
Receiving your iVote number	27%	17%	28%	29%	24%	16%	27%	28%	28%	30%	25%	27%	16%	31%
Applying to use iVote	23%	20%	24%	23%	24%	16%	24%	19%	26%	30%	23%	23%	24%	28%
The iVote website	20%	8%	22%	19%	20%	10%	25%	24%	18%	22%	19%	20%	28%	16%
Verifying your vote	13%	20%	12%	13%	14%	14%	15%	14%	12%	18%	18%	13%	16%	16%
Using the verification App	11%	8%	12%	11%	11%	7%	14%	6%	13%	15%	14%	11%	8%	10%
Wanted to check security	2%	2%	2%	3%	1%	1%	3%	3%	1%	0%	5%	1%	8%	2%
Wanted to check that ballot paper had all options	1%	4%	1%	1%	2%	4%	2%	1%	1%	2%	3%	1%	6%	2%
Other	25%	27%	25%	23%	27%	41%	23%	26%	24%	12%	19%	26%	12%	24%
Don't know	1%	2%	1%	1%	2%	4%	1%	1%	1%	2%	3%	1%	0%	2%
Base: n=	838	122	716	413	417	81	105	206	382	60	150	680	50	532

Base: Asked those who sought assistance when using iVote  
Q34. What did you seek assistance about?

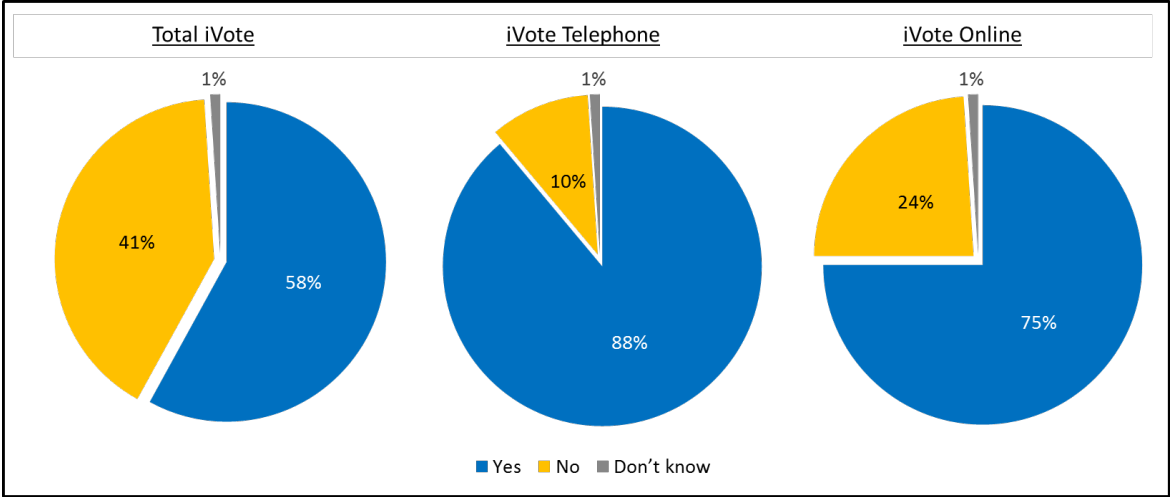


Received assistance that was sought

Amongst those who sought assistance when using iVote, over half (58%) received the assistance that they were seeking.

- Those who did not end up using iVote were less likely to have received the assistance they sought, with this driving down the overall result for this metric.

Figure 5.28: Received assistance when using iVote



Base: Asked those who sought assistance when using iVote (Total n= 838, iVote telephone n=50, iVote internet n=532)  
Q36. Did you receive the assistance you were seeking?

Table 5.20: Received assistance when using iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	58%	66%	57%	58%	59%	58%	59%	54%	59%	63%	60%	58%	88%	75%
No	41%	33%	42%	41%	40%	40%	40%	46%	39%	35%	39%	41%	10%	24%
Don't know	1%	1%	1%	1%	1%	2%	1%	0%	2%	2%	1%	1%	2%	1%
Base: n=	838	122	716	413	417	81	105	206	382	60	150	680	50	532

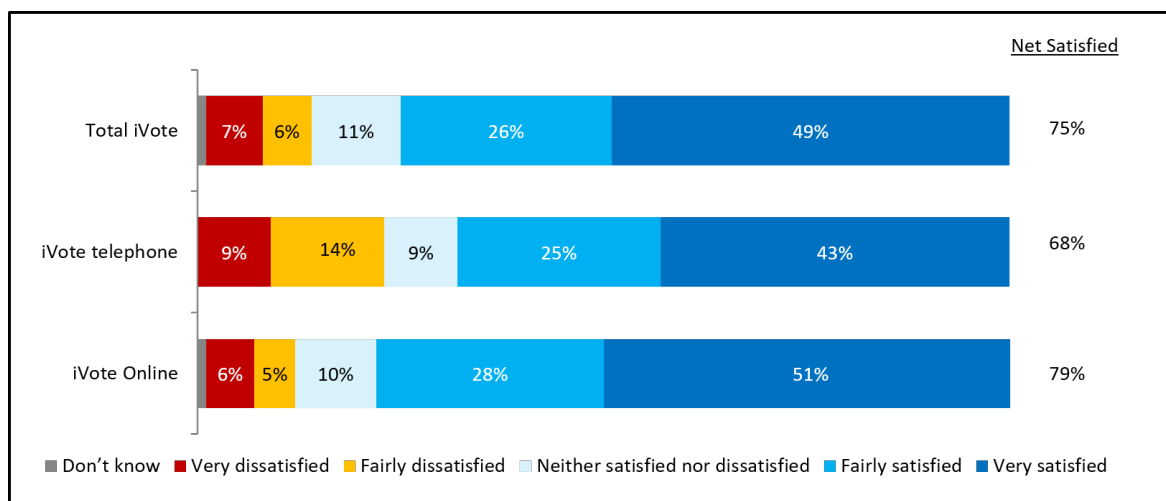
Base: Asked those who sought assistance when using iVote  
Q36. Did you receive the assistance you were seeking?

## Satisfaction with assistance received

Amongst those who received the assistance they were seeking, 75% felt satisfied with the help provided.

- The satisfaction with assistance received has decreased amongst those who completed the CATI survey (85% in 2019 vs 98% in 2015) and amongst those who completed the online survey (73% in 2019 vs 92% in 2015).

Figure 5.29: Satisfaction with assistance received



Base: Asked those who received assistance when using iVote (Total n= 487, iVote telephone n=44, iVote internet n=399)  
Q37. Were you satisfied or dissatisfied with the assistance you received?

Table 5.21: Satisfaction with assistance received

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	7%	5%	8%	8%	7%	4%	3%	4%	10%	11%	9%	7%	9%	6%
Fairly dissatisfied	6%	2%	7%	8%	4%	9%	6%	3%	7%	8%	1%	7%	14%	5%
Neither	11%	4%	12%	12%	9%	4%	16%	9%	13%	3%	8%	11%	9%	10%
Fairly satisfied	26%	27%	26%	23%	30%	19%	34%	29%	23%	32%	36%	24%	25%	28%
Very satisfied	49%	58%	47%	50%	48%	60%	39%	54%	47%	47%	46%	50%	43%	51%
Don't know	1%	4%	0%	0%	1%	4%	2%	0%	0%	0%	1%	1%	0%	1%
Base: n=	487	81	406	240	245	47	62	112	226	38	90	395	44	399

Base: Asked those who received assistance when using iVote  
Q37. Were you satisfied or dissatisfied with the assistance you received?

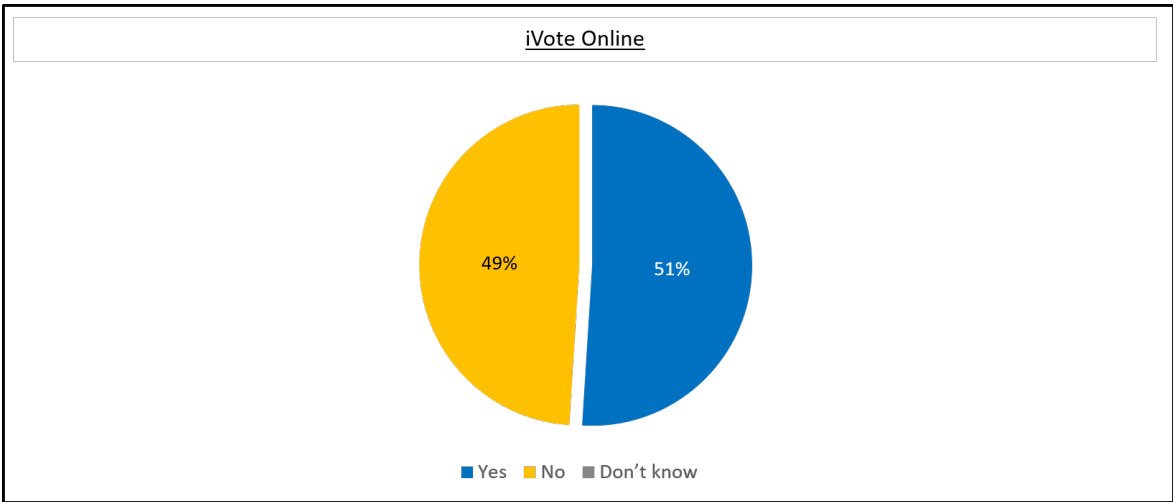
5.3.8 Culturally and Linguistically Diverse voters

Awareness of language options

Amongst those who used iVote and who speak a language other than English at home, half (51%) knew that the iVote system offered language other than English.

- Males (56%) were significantly more likely to know about the language settings options for iVote than females (45%).

Figure 5.30: Awareness of language settings on iVote



Base: Asked those who used iVote internet and are CALD (Total n= 807)  
Q39. When you voted online using iVote, did you know that the iVote system offered languages other than English?

Table 5.22: Awareness of language settings on iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	51%	56%	50%	56%	45%	56%	44%	50%	57%	54%	51%			51%
No	49%	44%	50%	44%	55%	44%	56%	50%	43%	46%	49%			49%
Base: n=	807	227	580	457	345	99	169	283	231	24*	807	0	0	807

Base: Asked those who used iVote and are CALD  
Q39. When you voted online using iVote, did you know that the iVote system offered languages other than English?

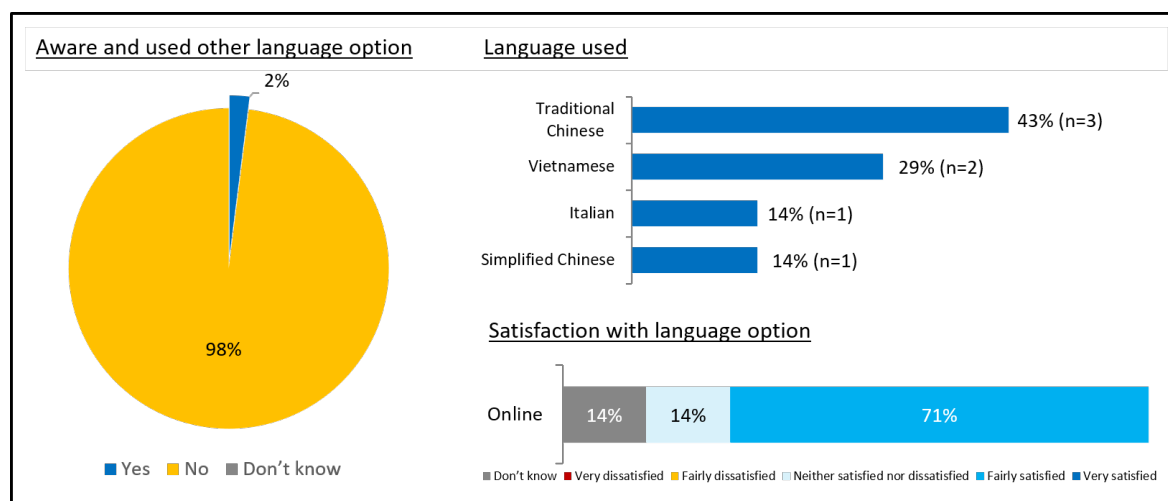
## Usage of language options

Amongst respondents who were aware of other languages option in iVote, only 2% or n=7 selected another language when using iVote internet.

Among those who selected the other language options n=3 used Chinese Traditional, n=2 used Vietnamese and n=1 used Italian and Chinese Simplified.

71% or n=5 of those who used the other language options rated their level of satisfaction with this service as 'fairly satisfied'.

Figure 5.31: Usage of and satisfaction with other language options



Base: Asked those who were aware of other languages (Total n=414)

Q40. Did you select another language (other than English) when using iVote internet?

Base: Asked those who used other language on the online iVote process (Total n=7\*)

Q41. Which language did you use?

Q42. How satisfied or dissatisfied are you with the language other than English version that you used?

Table 5.23: Usage of other language options when using iVote internet

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	2%	0%	2%	2%	1%	0%	1%	3%	1%	8%	2%			2%
No	98%	100%	98%	98%	99%	100%	99%	97%	99%	92%	98%			98%
Base: n=	414	126	288	255	156	55	74	141	131	13*	414	0	0	414

Base: Asked those who were aware of other languages

Q40. Did you select another language (other than English) when using iVote internet?

Table 5.24: Other language option used when using iVote internet

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Traditional Chinese	43%		43%	33%	100%		0%	50%	0%	100%	43%			43%
Vietnamese	29%		29%	33%	0%		100%	25%	0%	0%	29%			29%
Italian	14%		14%	17%	0%		0%	25%	0%	0%	14%			14%
Simplified Chinese	14%		14%	17%	0%		0%	0%	100%	0%	14%			14%
Base: n=	7*	0	7*	6*	1*	0	1*	4*	1*	1*	7*	0	0	7*

Base: Asked those who used other language on the online iVote process

Q41. Which language did you use?

Table 5.25: Satisfaction with other language options using iVote internet

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	0%		0%	0%	0%		0%	0%	0%	0%	0%			0%
Fairly dissatisfied	0%		0%	0%	0%		0%	0%	0%	0%	0%			0%
Neither	14%		14%	17%	0%		0%	25%	0%	0%	14%			14%
Fairly satisfied	71%		71%	67%	100%		100%	50%	100%	100%	71%			71%
Very satisfied	0%		0%	0%	0%		0%	0%	0%	0%	0%			0%
Don't know	14%		14%	17%	0%		0%	25%	0%	0%	14%			14%
Base: n=	7*	0	7*	6*	1*	0	1*	4*	1*	1*	7*	0	0	7*

Base: Asked those who used other language on the online iVote process

Q42. How satisfied or dissatisfied are you with the language other than English version that you used?

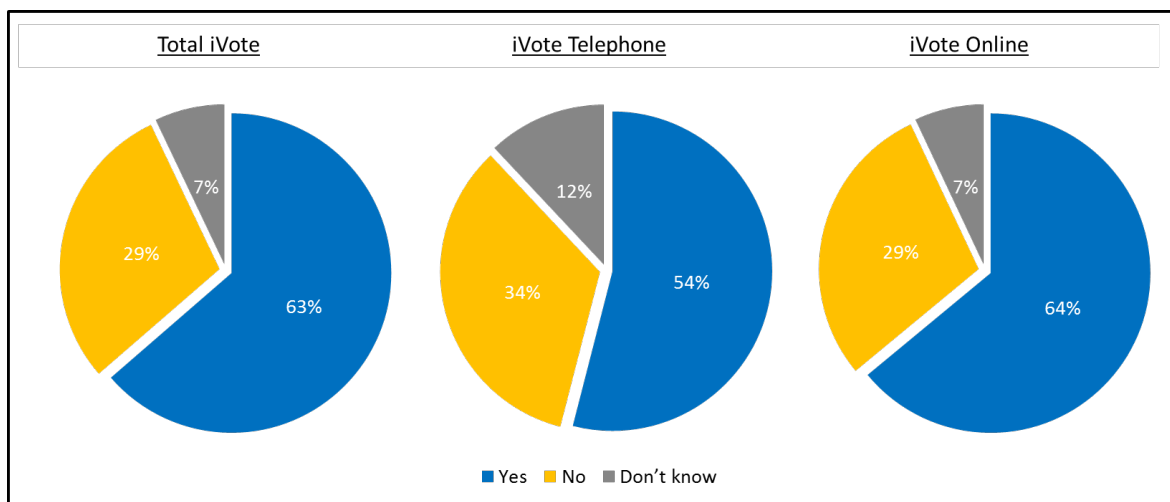
### 5.3.9 iVote verification

#### Usage of iVote verification

Almost two in three (63%) respondents who used iVote claimed they verified their vote.

- Younger age groups (those aged 18-24 years at 75% and 25-34 years at 70%) and those who speak a language other than English (69%) were more likely to have verified their vote.
- Amongst those from the CATI survey who used iVote, there is a significant jump in the number of respondents who verified their vote compared to 2015 (70% in 2019 and 7% in 2015).
- Similarly, amongst those from the online survey who used iVote, there is a significant jump in the number of respondents who verified their vote compared to 2015 (61% in 2019 and 6% in 2015).

Figure 5.32: Claimed completed iVote's verification



Base: Asked those who used iVote (Total n= 3517, iVote telephone n=119, iVote internet n=3398)  
Q14. Did you verify your vote?

Table 5.26: Claimed completed iVote's verification

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	63%	70%	61%	64%	63%	75%	70%	65%	56%	49%	69%	61%	54%	64%
No	29%	26%	31%	30%	28%	21%	23%	28%	35%	39%	26%	31%	34%	29%
Don't know	7%	4%	9%	6%	9%	4%	7%	7%	8%	12%	6%	8%	12%	7%
Base: n=	3517	883	2634	1887	1608	527	533	925	1352	170	836	2651	119	3398

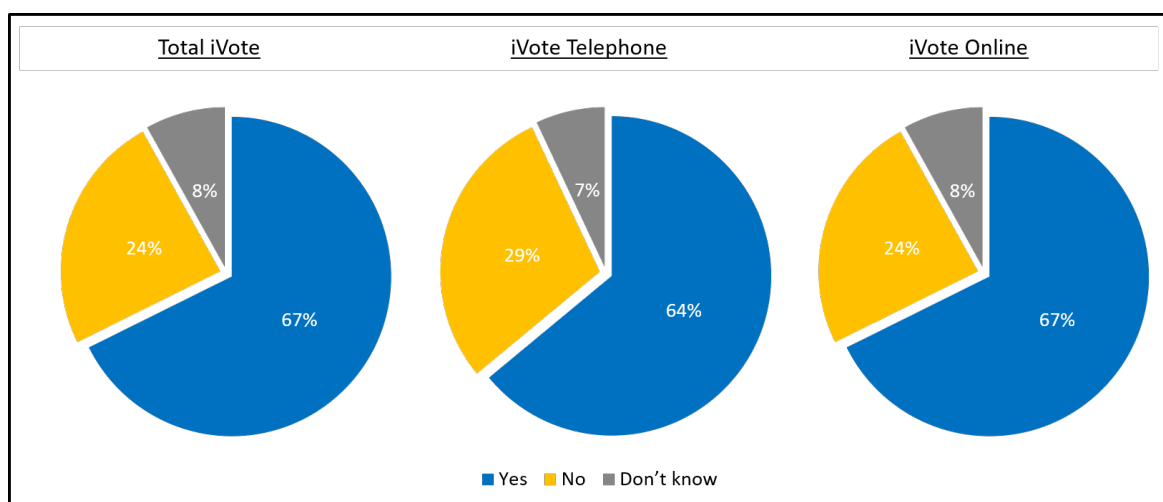
Base: Asked those who used iVote  
Q14. Did you verify your vote?

## Awareness of iVote verification (among those who did not verify)

Two in three (67%) voters who did not verify their vote were aware of the iVote verification process.

- Awareness of iVote verification has improved (57%) compared to 2015 (35%) amongst those who did not verify their votes from the CATI survey.
- Awareness of iVote verification has improved significantly (70%) compared to 2015 (34%) amongst those who did not verify their votes from the online survey.

Table 5.27: Did not verify but were aware of iVote verification



Base: Asked those who did not verify (Total n= 1294, iVote telephone n=55, iVote internet n=1239)  
Q15. Were you aware that you could verify your vote?

Table 5.28: Did not verify but were aware of iVote verification

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	67%	57%	70%	66%	69%	60%	65%	67%	69%	68%	63%	68%	64%	67%
No	24%	34%	22%	27%	22%	29%	28%	24%	23%	24%	29%	23%	29%	24%
Don't know	8%	9%	8%	7%	10%	11%	8%	9%	8%	8%	8%	8%	7%	8%
Base: n=	1294	261	1033	688	597	130	158	325	589	87	262	1022	55	1239

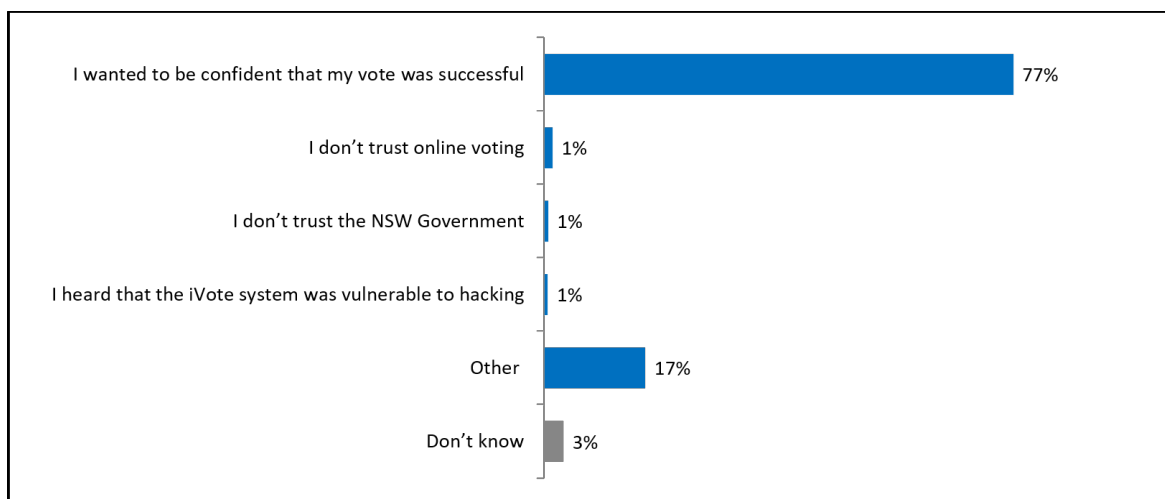
Base: Asked those who did not verify  
Q15. Were you aware that you could verify your vote?

## Reasons for verifying and not verifying

The key reason for verifying vote was wanting to be confident that vote was successful (77%).

- Those aged 55-74 years (89%) and 75+ years (93%) were more likely to have verified their vote because they wanted to be confident that their vote was successful.
- Those aged 18-24 (62%) and those aged 25-34 (69%) had a lower likelihood of stating the reason for verifying their vote was to ensure confidence.

Figure 5.33: Reasons for verifying vote



Base: Asked those who verified iVote (Total n= 2223, iVote telephone n=64, iVote internet n=2159)

Q18. What is the main reason you verified your vote?

Table 5.29: Reasons for verifying vote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
I wanted to be confident that my vote was successful	77%	61%	83%	79%	75%	62%	69%	75%	89%	93%	78%	77%	75%	77%
I don't trust online voting	1%	0%	2%	1%	1%	1%	2%	1%	2%	1%	1%	2%	0%	1%
I heard that the iVote system was vulnerable to hacking	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%	2%	1%
I don't trust the NSW Government	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	3%	1%
I don't trust the NSW Electoral Commission	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	17%	36%	9%	16%	18%	33%	23%	18%	6%	4%	16%	17%	9%	17%
Don't know	3%	3%	3%	2%	5%	4%	5%	4%	2%	2%	4%	3%	11%	3%
Base: n=	2223	622	1601	1199	1011	397	375	600	763	83	574	1629	64	2159

Base: Asked those who verified iVote

Q18. What is the main reason you verified your vote?

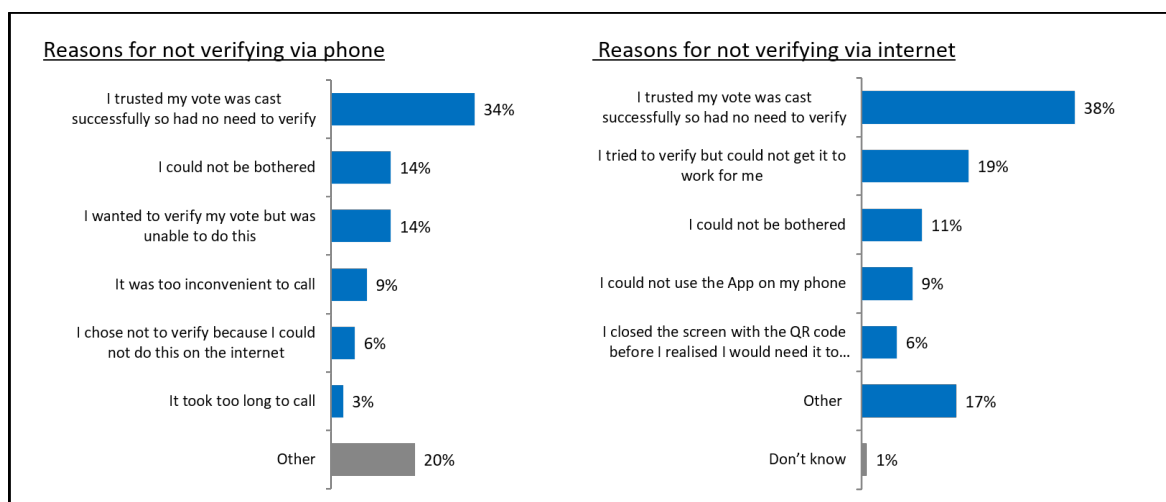
The main reason given for not verifying was that they trust that vote was cast successfully so do not feel the need to verify (34% for phone verification and 38% for internet verification).

- Among those who used iVote telephone no significant difference by demographics apparent as to reasons why did not verify.



- Among those who used iVote internet: males (43%) and those aged 55-74 years (44%) had a higher likelihood of not verifying because they trusted their vote was cast successfully. Those aged 25-34 years were more likely to not have verified because they could not be bothered (29%).

Figure 5.34: Reasons for not verifying the vote



Base: Asked those who iVote via phone and did not verify but aware of verification ability (Total n=35)

Q16. What is the main reason you did not verify?

Base: Asked those who iVote via internet and did not verify but aware of verification ability (Total n=833)

Q17. What is the main reason you did not verify?

Table 5.30: Reasons for not verifying vote and used iVote telephone

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
I trusted my vote was cast successfully so no need to verify	34%	10%	44%	42%	30%	0%	0%	25%	47%	100%	33%	34%	34%	
I could not be bothered	14%	30%	8%	17%	13%	50%	100%	8%	6%	0%	17%	14%	14%	
I wanted to verify my vote but was unable to do this	14%	20%	12%	25%	9%	25%	0%	25%	6%	0%	17%	14%	14%	
It was too inconvenient to call	9%	0%	12%	8%	9%	0%	0%	25%	0%	0%	33%	3%	9%	
I chose not to verify because I could not do this on the internet	6%	0%	8%	8%	4%	0%	0%	8%	6%	0%	0%	7%	6%	
It took too long to call	3%	0%	4%	0%	4%	0%	0%	0%	6%	0%	0%	3%	3%	
It was too expensive to call	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Other	20%	40%	12%	0%	30%	25%	0%	8%	29%	0%	0%	24%	20%	
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Base: n=	35	10*	25*	12*	23*	4*	1*	12*	17*	1*	6*	29*	35	0

Base: Asked those who iVote via phone and did not verify but aware of verification ability

Q16. What is the main reason you did not verify?

Table 5.31: Reasons for not verifying vote and used iVote internet

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
I trusted my vote was cast successfully so had no need to verify	38%	24%	40%	43%	32%	18%	23%	41%	44%	38%	42%	37%		38%
I tried to verify but could not get it to work for me	19%	17%	19%	17%	20%	23%	19%	22%	16%	21%	17%	19%		19%
I could not be bothered	11%	22%	8%	10%	12%	18%	29%	13%	5%	3%	10%	11%		11%
I could not use the App on my phone	9%	4%	10%	9%	9%	7%	5%	7%	11%	14%	10%	9%		9%
I closed the screen with the QR code before I realised I would need it to verify	6%	6%	6%	6%	6%	7%	4%	3%	8%	9%	6%	6%		6%
Other	17%	22%	16%	14%	20%	26%	19%	14%	16%	14%	13%	18%		17%
Don't know	1%	4%	0%	1%	1%	3%	2%	1%	0%	2%	2%	1%		1%
Base: n=	833	139	694	444	386	74	101	207	390	58	158	670	0	833

Base: Asked those who iVote via internet and did not verify but aware of verification ability  
Q17. What is the main reason you did not verify?

## Device used to verify vote

Among those who used iVote via internet and who verified their vote online used the verification app, 56% used an Apple iOS device and 44% used an Android device.

- Females (62%), those aged 18-24 years (69%) and those who live in metro areas (58%) had a higher likelihood of having used Apple iOS.
- Males (49%), those aged 55-74 years (51%), those aged 75+ years (63%) and those who live in non-metro areas (47%) had a higher likelihood of having used Google Android.

A second device was used for one in two (53%) of those voters who verified their vote.

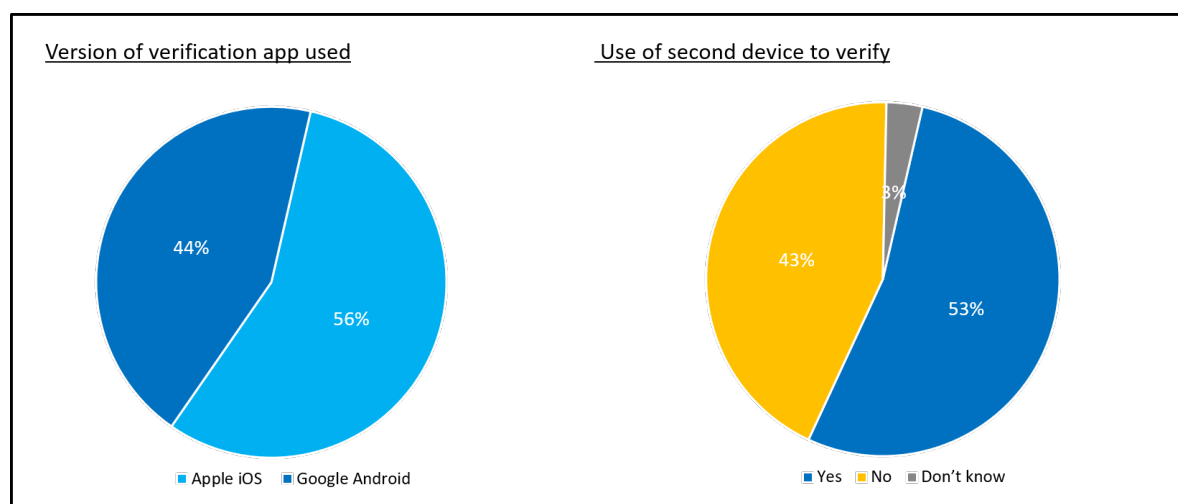
- Females (57%), those aged 18-24 years (73%) and those aged 25-34 years (65%) had a higher likelihood of having used a second device app to verify their iVote.

Those who used iVote internet (54%) were more likely to have used a second device compared to those who used iVote telephone (31%).

Please note: The answers above were provided by survey respondents and rely on respondents' ability to accurately remember the process.

The actual verification process is: iVotes cast via internet can only be verified using the app and require two devices; iVotes cast by telephone (keypad) have to be verified via telephone.

Figure 5.35: Device app and second device usage for verification



Base: Asked those who used iVote via internet and verified (Total n=2159)  
 Q19. Did you use the Apple iOS or Google Android version of the verification App?  
 Base: Asked those who verified (Total n=2223)  
 Q19b. Did you use a second device to verify your vote?

Table 5.32: Device app usage for verification

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Apple iOS	56%	67%	52%	51%	62%	69%	59%	58%	49%	37%	54%	57%		56%
Google Android	44%	33%	48%	49%	38%	31%	41%	42%	51%	63%	46%	43%		44%
Base: n=	2159	600	1559	1167	979	391	364	580	738	81	556	1583	0	2159

Base: Asked those who used iVote via internet and verified  
 Q19. Did you use the Apple iOS or Google Android version of the verification App?

Table 5.33: Second device usage for verification

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	53%	68%	47%	50%	57%	73%	65%	52%	42%	23%	51%	54%	31%	54%
No	43%	30%	49%	47%	40%	26%	32%	45%	54%	72%	45%	43%	67%	43%
Don't know	3%	2%	4%	3%	3%	2%	4%	3%	4%	5%	3%	3%	2%	3%
Base: n=	2223	622	1601	1199	1011	397	375	600	763	83	574	1629	64	2159

Base: Asked those who verified

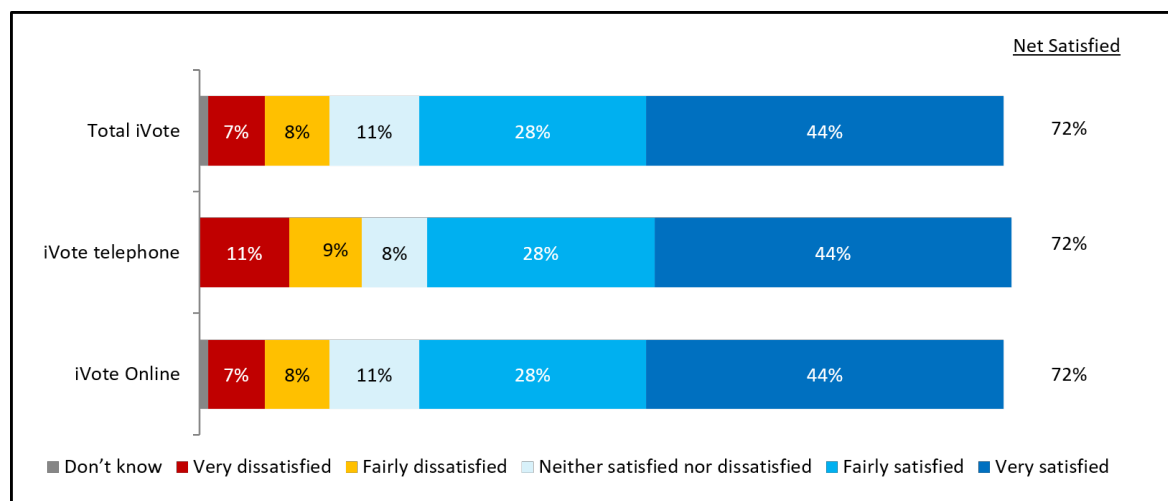
Q19b. Did you use a second device to verify your vote?

## Satisfaction with verification process

Amongst those who verified their vote, around seven in ten (72%) respondents who verified their vote were Very satisfied or Fairly satisfied with the iVote verification process.

- Those aged 18-24 years (84%) were more likely to be satisfied with the verification process.

Figure 5.36: Satisfaction with verification process



Base: Asked those who used iVote and verified (Total n= 2223, iVote telephone n=64, iVote internet n=2159)  
Q20. Were you satisfied or dissatisfied with the verification process?

Table 5.34: Satisfaction with verification process

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	7%	3%	9%	8%	7%	3%	5%	8%	10%	8%	8%	7%	11%	7%
Fairly dissatisfied	8%	4%	10%	8%	9%	4%	10%	9%	9%	6%	8%	9%	9%	8%
Neither	11%	7%	12%	10%	12%	8%	11%	11%	12%	12%	9%	11%	8%	11%
Fairly satisfied	28%	26%	29%	29%	27%	31%	34%	28%	24%	23%	30%	27%	28%	28%
Very satisfied	44%	60%	39%	45%	45%	52%	39%	42%	44%	49%	44%	45%	44%	44%
Don't know	1%	0%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%	0%	1%
Base: n=	2223	622	1601	1199	1011	397	375	600	763	83	574	1629	64	2159

Base: Asked those who used iVote and verified  
Q20. Were you satisfied or dissatisfied with the verification process?

Below are some of the reasons respondents gave as to why they were not satisfied with the verification process.

<i>"A QR code to verify was a silly idea. I had to print it to verify. Use an SMS code like everyone else does."</i>	<i>"The app did not work at all. When I contacted the helpline, they just laughed and said it is not working."</i>	<i>"You needed two devices. I used my mobile but had to scan a code so had to use another device which luckily I took overseas with me. You could not use Wi-Fi and had to use your own data as website access not usable on Wi-Fi."</i>
<i>"The verification did not work perfectly. After so many attempts to try to vote, I just had it."</i>	<i>"Was annoying to have to download a separate app for verification processes."</i>	<i>"How many times I had to try and access WIFI while on holiday internationally only to be told the system was down."</i>
<i>"QR scan that you provided did not work at all."</i>	<i>"You should not need to use a second device to verify."</i>	<i>"It was a lot of mucking around. Luckily, I could call and get help."</i>
<i>"If you forgot to record receipt number and go out of page. You could not go back to verify."</i>	<i>"You are emailed a QR code. If you are travelling without a printer, it is impossible to scan the code on the device that you are using."</i>	

Base: Asked those who dissatisfied with verification (Total n=346)

Q21. Please provide more information about why you were dissatisfied.

### Suggestions for improvement to the verification process

Amongst those who were aware of the verification process or verified their vote, below are some of the suggestions made as to potential improvements to the iVote verification process.

<i>"It would be helpful if multiple devices were not required; i.e. one for the barcode and another to take the image."</i>	<i>"I found it very seamless and would love to be able to use this moving forward just to avoid voting in person."</i>	<i>"I often don't have two devices with me. It would be good if you could verify using the same device. Also there was no link to download the verification app. You had to list search for it yourself."</i>
<i>"iVote is convenient and saves time, verification is unnecessary since the system works fine."</i>	<i>"Make it simpler, rather than get a whole app installed just for that."</i>	<i>"Not sure of the purpose of verification but just did it as I was told to!"</i>
<i>"Make it possible to verify the vote on a single device without printing a QR code."</i>	<i>"Maybe a bit more user friendly when finding options of casting vote."</i>	<i>"Downloading a separate app is arduous, especially because it only serves a single purpose. It would be great if this can work for other elections or NSW services."</i>
<i>"For some reason I didn't get a receipt so I had to email iVote. Immediately sent verifying email. Don't know if I made a mistake?"</i>	<i>"Improve your server capacity - iVote was inaccessible for the majority of the week leading up to election day."</i>	

Base: Asked those who were aware or verified their vote (Total n=3091)

Q21b. How could we improve the iVote verification process?

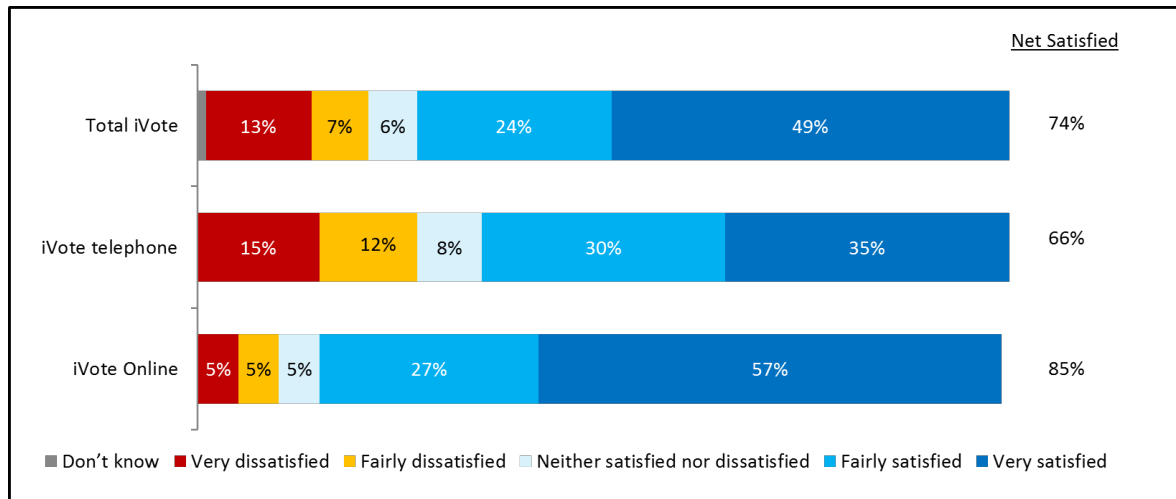
### 5.3.10 Satisfaction with iVote

#### Overall satisfaction levels

The majority of respondents (74%) were satisfied with the overall iVote service with half (49%) stating they were 'Very satisfied'.

- The level of 'Very satisfied' was significantly higher among those who used iVote internet versus among those who used iVote telephone (57% vs. 35%)

Figure 5.37: Overall satisfaction with the iVote service



Base: Asked of all ((Total n=4088, iVote telephone n=119, iVote internet n=3399)

Q25. Taking everything into account, were you satisfied or dissatisfied with the iVote service? Overall satisfaction with the iVote service

Table 5.35: Overall satisfaction with the iVote service

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	13%	5%	16%	12%	14%	6%	12%	13%	15%	20%	9%	14%	15%	5%
Fairly dissatisfied	7%	5%	7%	7%	6%	6%	8%	6%	7%	7%	6%	7%	12%	5%
Neither	6%	7%	6%	5%	6%	6%	7%	5%	6%	5%	6%	6%	8%	5%
Fairly satisfied	24%	29%	23%	24%	25%	30%	30%	24%	21%	22%	28%	23%	30%	27%
Very satisfied	49%	54%	48%	51%	47%	52%	43%	51%	50%	45%	51%	49%	35%	57%
Don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	0%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

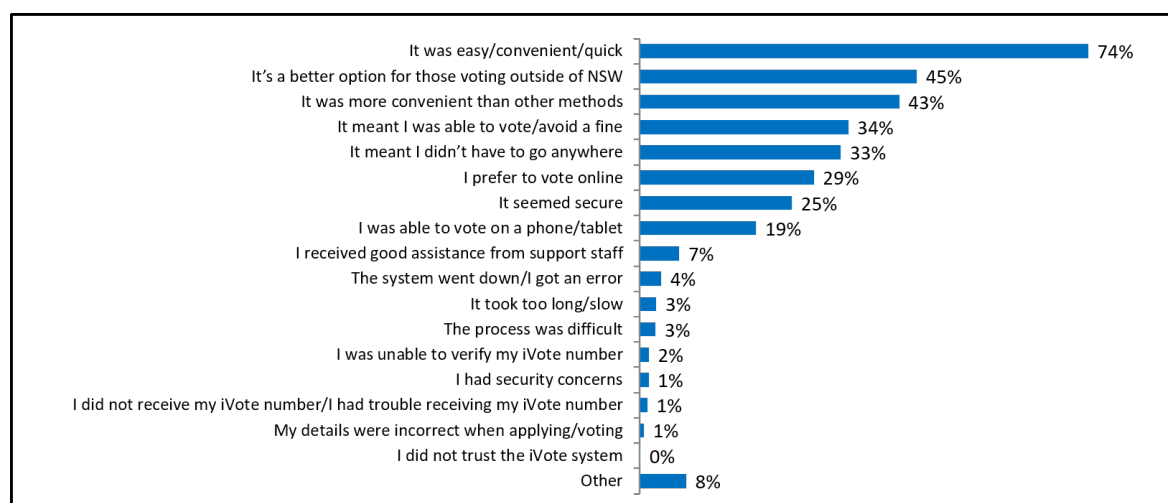
Base: Asked of all

Q25. Taking everything into account, were you satisfied or dissatisfied with the iVote service?

## Reasons for satisfaction with iVote

Of those who were satisfied with the iVote service stated that iVote was easy, quick and convenient process (74%).

Figure 5.38: Reasons for satisfaction with iVote



Base: Asked those who were satisfied with the iVote service (Total n=3012)  
Q26. Why were you satisfied ...?

Table 5.36: Reasons for satisfaction with iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Easy/ convenient	74%	84%	69%	73%	75%	84%	80%	78%	65%	60%	77%	73%	63%	74%
Better option for those outside NSW	45%	18%	56%	46%	45%	27%	56%	47%	50%	29%	47%	45%	36%	46%
More convenient than other methods	43%	24%	49%	42%	43%	26%	51%	49%	43%	34%	40%	43%	35%	43%
It meant I was able to vote/avoid a fine	34%	4%	46%	32%	37%	12%	39%	42%	37%	27%	32%	35%	29%	35%
It meant I didn't have to go anywhere	33%	16%	39%	31%	35%	18%	41%	39%	32%	31%	33%	33%	27%	33%
Prefer to vote online	29%	4%	38%	29%	29%	9%	28%	37%	31%	31%	27%	29%	17%	29%
It seemed secure	25%	8%	31%	24%	26%	10%	22%	27%	31%	28%	22%	26%	17%	25%
I was able to vote on a phone/tablet	19%	3%	25%	17%	22%	6%	20%	21%	23%	16%	18%	19%	28%	19%
I received good assistance	7%	1%	9%	6%	7%	1%	3%	6%	10%	9%	6%	7%	27%	6%
The system went down/I got an error	4%	3%	4%	3%	4%	4%	4%	4%	3%	4%	2%	4%	4%	3%
It took too long/slow	3%	3%	3%	3%	3%	4%	3%	3%	2%	3%	2%	3%	1%	3%
Process was difficult	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	2%	3%	3%	2%
Unable to verify my iVote number	2%	0%	2%	1%	2%	0%	3%	1%	2%	4%	1%	2%	3%	1%
Security concerns	1%	1%	2%	2%	1%	2%	3%	2%	1%	0%	2%	1%	3%	1%
Did not receive / trouble receiving iVote number	1%	0%	2%	1%	1%	0%	2%	2%	1%	4%	1%	1%	0%	1%
Details incorrect	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%
Other	8%	12%	6%	7%	8%	10%	9%	8%	7%	5%	6%	8%	12%	7%
Base: n=	3012	823	2189	1636	1363	482	439	796	1148	141	734	2258	78	2874

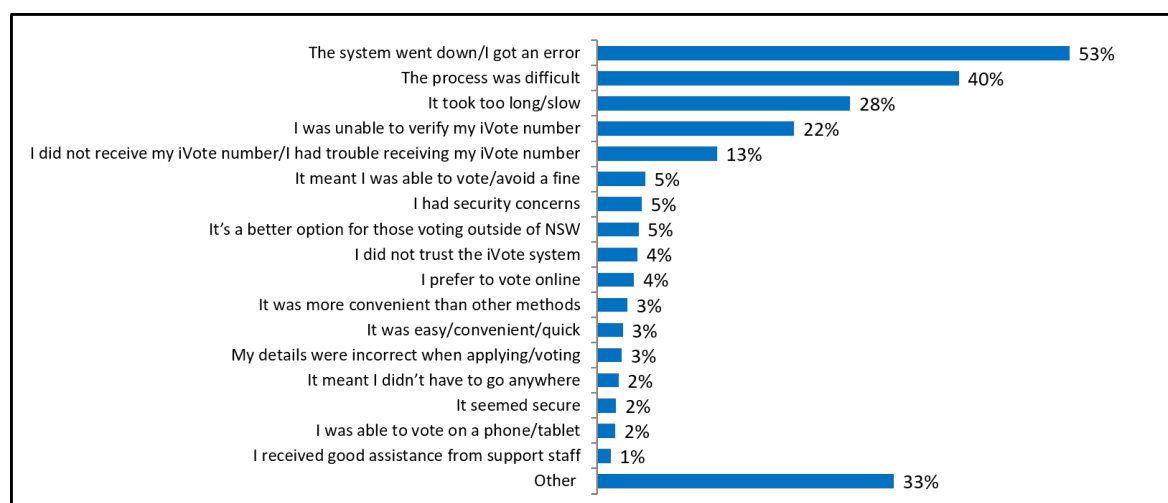
Base: Asked those who were satisfied with the iVote service  
Q26. Why were you satisfied?



## Reasons for dissatisfaction with iVote

System went down or getting error (53%) was the main reason why voters who used iVote were dissatisfied with iVote experience; followed by the difficulty in the process (40%).

Figure 5.39: Reasons for dissatisfaction with iVote



Base: Asked those who were dissatisfied with the iVote service (Total n=803)  
Q26. Why were you dissatisfied...?

Table 5.37: Reasons for dissatisfaction with iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
The system went down/I got an error	53%	57%	52%	50%	56%	61%	70%	61%	43%	34%	47%	54%	34%	49%
Process was difficult	40%	44%	40%	38%	43%	45%	47%	39%	36%	50%	33%	42%	53%	50%
It took too long/slow	28%	27%	28%	27%	30%	30%	36%	33%	23%	29%	24%	29%	41%	41%
Unable to verify my iVote number	22%	20%	22%	21%	23%	24%	21%	24%	21%	20%	20%	23%	28%	18%
I did not receive / trouble receiving my iVote number	13%	12%	13%	13%	14%	9%	22%	12%	12%	16%	13%	14%	16%	16%
It meant I was able to vote/avoid a fine	5%	1%	6%	6%	4%	1%	3%	4%	7%	13%	7%	5%	9%	10%
Security concerns	5%	7%	5%	6%	4%	7%	8%	8%	3%	2%	8%	4%	3%	8%
Better option if outside of NSW	5%	1%	5%	5%	4%	3%	4%	4%	6%	5%	5%	5%	9%	8%
I did not trust the iVote system	4%	6%	4%	4%	5%	7%	5%	6%	2%	9%	5%	4%	6%	7%
Prefer to vote online	4%	2%	4%	5%	3%	1%	4%	4%	4%	9%	5%	4%	0%	7%
More convenient	3%	0%	4%	4%	3%	0%	1%	3%	4%	9%	3%	3%	0%	7%
Easy/ convenient	3%	0%	3%	3%	3%	0%	0%	2%	5%	5%	6%	2%	0%	6%
Details incorrect	3%	4%	3%	3%	2%	4%	3%	1%	3%	2%	2%	3%	9%	3%
Didn't have to go anywhere	2%	0%	3%	2%	3%	0%	2%	2%	2%	13%	2%	3%	0%	3%
It seemed secure	2%	0%	2%	2%	2%	0%	2%	1%	3%	7%	1%	2%	0%	5%
I was able to vote on a phone/tablet	2%	0%	2%	3%	1%	0%	2%	3%	2%	4%	2%	2%	0%	4%
Good assistance	1%	1%	2%	1%	2%	0%	0%	1%	2%	9%	0%	2%	3%	2%
Other	33%	30%	33%	35%	31%	25%	34%	30%	36%	32%	35%	32%	28%	31%
Base: n=	803	99	704	408	383	67	118	200	359	56	131	661	32	330

Base: Asked those who were dissatisfied with the iVote service  
Q26. Why were you dissatisfied...?

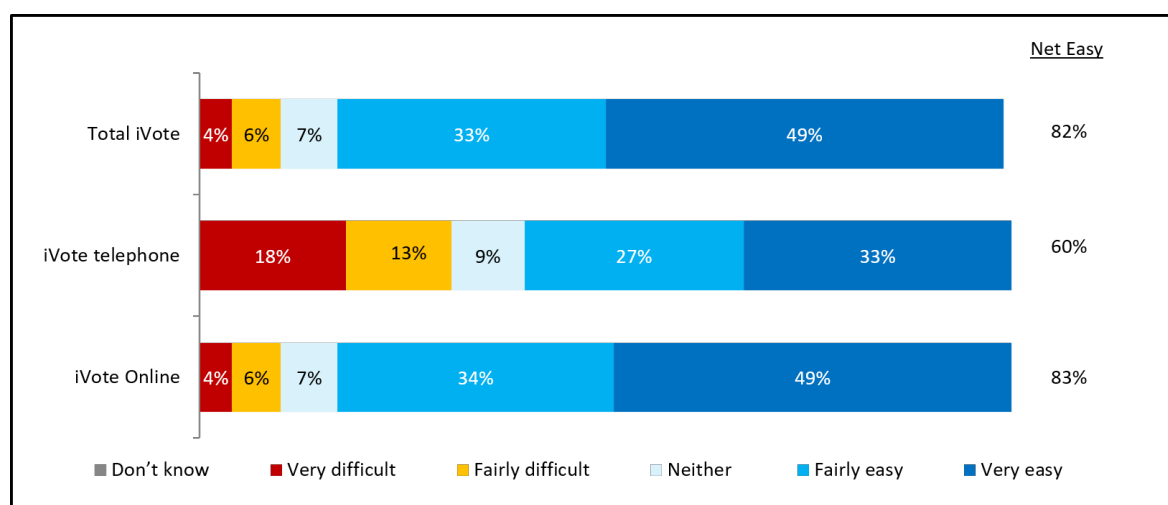
### 5.3.11 Further assessment of iVote

#### Ease of using iVote

Around four in five (82%) found it easy to vote using iVote (49% Very easy and 33% Fairly easy).

- Those aged 18-24 years (88%) and those who used iVote internet (83%) are significantly more likely to find it easy to vote using iVote.
- Those who used iVote internet were more likely to find it easy to vote using iVote (81%).
- In the CATI survey, almost nine in ten (89%) iVote users found the iVote experience easy – however, this has decreased compared to 2015 (95%).
- For the online survey when looking at the year to year figures – there has been a decrease in the ease of voting using iVote (80%) compared to 2015 (96%).

Figure 5.40: Ease of using iVote



Base: Asked those who used iVote (Total n=3517, iVote telephone n=119, iVote internet n=3398)  
Q27. Overall, did you find it easy or difficult to vote using iVote?

Table 5.38: Ease of using iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very difficult	4%	2%	5%	4%	5%	3%	5%	4%	5%	8%	3%	5%	18%	4%
Fairly difficult	6%	2%	8%	6%	7%	2%	7%	6%	7%	9%	4%	7%	13%	6%
Neither	7%	7%	7%	8%	7%	7%	7%	7%	7%	8%	8%	7%	9%	7%
Fairly easy	33%	29%	35%	34%	32%	30%	33%	35%	35%	28%	35%	33%	27%	34%
Very easy	49%	60%	45%	48%	50%	58%	48%	49%	46%	46%	49%	49%	33%	49%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Base: n=	3517	883	2634	1887	1608	527	533	925	1352	170	836	2651	119	3398

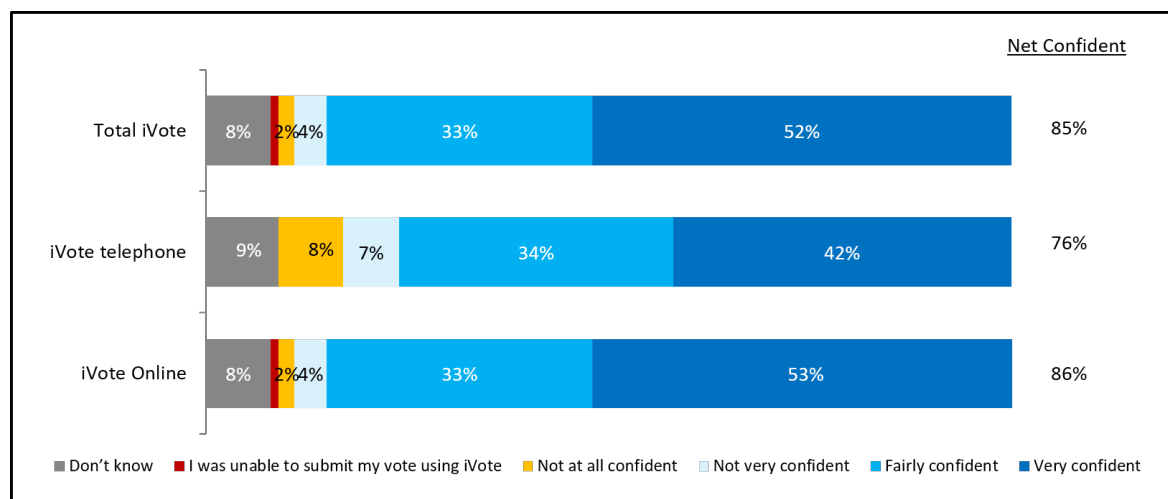
Base: Asked those who used iVote  
Q27. Overall, did you find it easy or difficult to vote using iVote?

## Confidence in accuracy of vote

A majority of voters (85%) who used iVote were confident in the accuracy of results (52% Very confident and 33% Fairly confident).

- Those aged 18-24 years were significantly more likely to feel confident in the accuracy of results (90%).
- Males were significantly more likely to feel very confident, at 55%.
- When looking at method of voting, there is a tendency of being less confident when using iVote telephone (76% net confident) compared to iVote internet (86% net confident).

Figure 5.41: Confidence in accuracy of vote



Base: Asked those who used iVote (Total n=3517, iVote telephone n=119, iVote internet n=3398)

Q13. For the recent election, how confident are you that your vote was recorded accurately in the final vote count?

Table 5.39: Confidence in accuracy of vote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Not at all confident	2%	1%	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	8%	2%
Not very confident	4%	5%	4%	3%	5%	5%	5%	4%	4%	2%	4%	4%	7%	4%
Fairly confident	33%	31%	33%	31%	35%	35%	33%	33%	32%	32%	33%	33%	34%	33%
Very confident	52%	60%	50%	55%	49%	55%	51%	53%	52%	52%	50%	53%	42%	53%
Don't know	8%	2%	10%	8%	8%	2%	8%	7%	10%	9%	10%	7%	9%	8%
I was unable to submit my vote using iVote	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
Base: n=	3517	883	2634	1887	1608	527	533	925	1352	170	836	2651	119	3398

Base: Asked those who used iVote

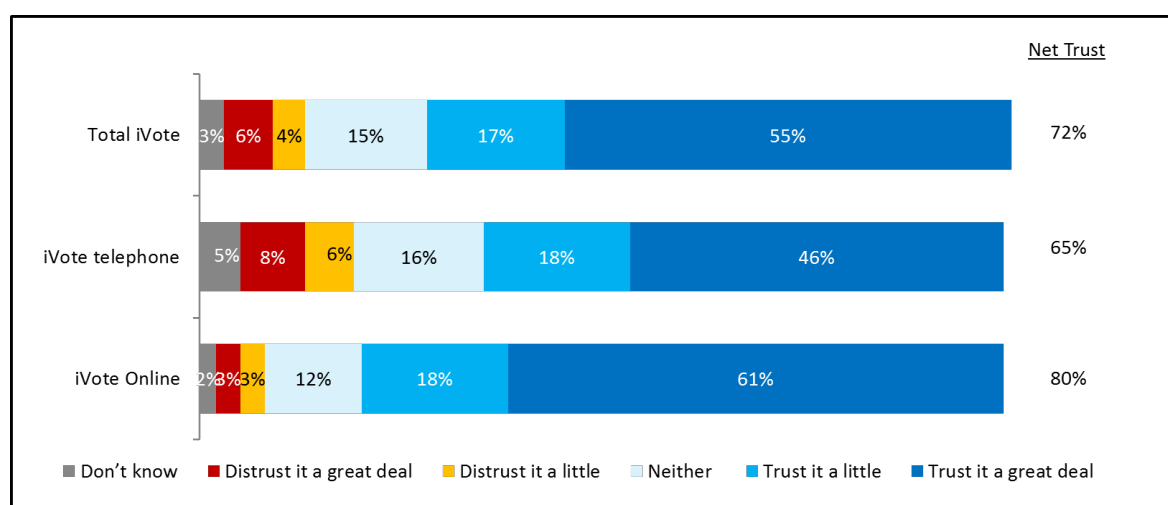
Q13. For the recent election, how confident are you that your vote was recorded accurately in the final vote count?

## Trust in iVote voting process

Around seven in ten (72%) trust the iVote voting process (55% trust a great deal and 17% trust a little).

- Males (76%), those aged 18-24 years (81%), those who live in metro areas (74%), those who speak a language other than English at home (77%) and those who used iVote internet (80%) were more likely to trust the iVote voting process.
- The level of trust in iVote voting process has decreased marginally compared to 2015 (84% in 2019 vs 90% in 2015) amongst those who completed the CATI survey.
- The level of trust in iVote voting process has decreased compared to 2015 (68% in 2019 vs 86% in 2015) amongst those who completed the online survey.

Figure 5.42: Level of trust in the iVote process



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)

Q23. To what extent do you trust or distrust the iVote voting process? Would you say that you...?

Table 5.40: Level of trust in the iVote process

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Distrust it a great deal	6%	2%	7%	5%	6%	3%	5%	6%	5%	9%	3%	6%	8%	3%
Distrust it a little	4%	3%	4%	3%	5%	5%	6%	4%	3%	3%	3%	4%	6%	3%
Neither	15%	11%	16%	13%	18%	10%	14%	13%	18%	18%	13%	15%	16%	12%
Trust it a little	17%	27%	14%	17%	17%	29%	21%	18%	11%	10%	17%	17%	18%	18%
Trust it a great deal	55%	57%	55%	59%	52%	52%	52%	56%	58%	55%	60%	54%	46%	61%
Don't know	3%	1%	4%	3%	4%	1%	2%	3%	4%	4%	3%	3%	5%	2%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all

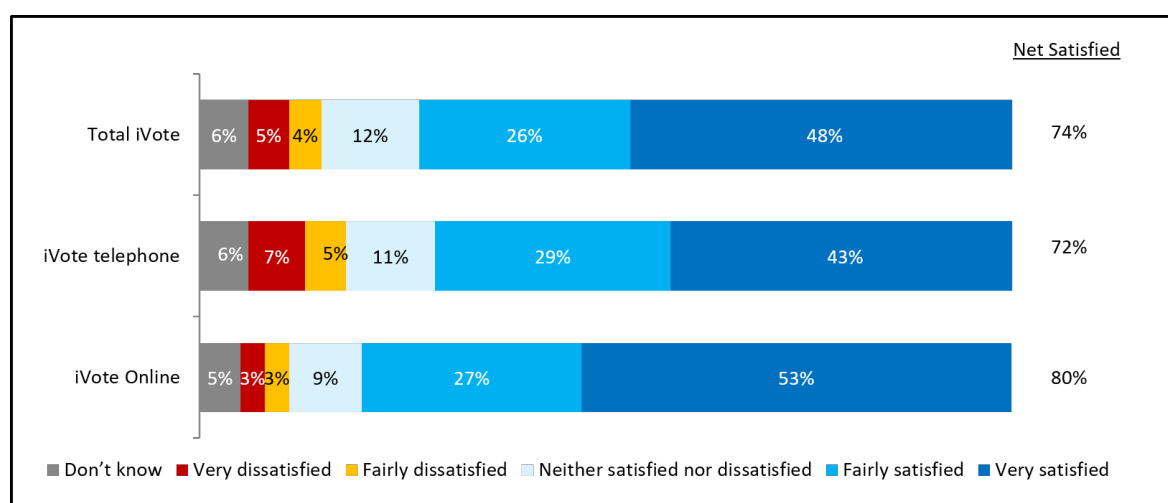
Q23. To what extent do you trust or distrust the iVote voting process? Would you say that you...?

## Security of iVote

More than seven in ten (74%) stated that they were satisfied with the security of the iVote process (48% Very satisfied and 26% Fairly satisfied).

- Those aged 18-24 years (87%) and those who used iVote internet (81%) were more likely to be satisfied with the security of iVote process.
- Amongst those who completed the CATI survey, satisfaction with the security of iVote process was slightly lower compared to 2015 (87% in 2019 vs 94% in 2015).
- Similarly, among those who completed the online survey, satisfaction was also slightly lower compared to 2015 (69% in 2019 vs 89% in 2015).

Figure 5.43: Satisfaction with the security of the iVote process



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)  
Q24. Were you satisfied or dissatisfied with the security of the iVote process?

Table 5.41: Satisfaction with the security of the iVote process

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very dissatisfied	5%	2%	7%	5%	6%	2%	4%	6%	6%	6%	5%	6%	7%	3%
Fairly dissatisfied	4%	3%	4%	4%	3%	3%	4%	4%	4%	3%	3%	4%	5%	3%
Neither	12%	6%	14%	11%	13%	6%	16%	12%	12%	14%	12%	11%	11%	9%
Fairly satisfied	26%	30%	24%	25%	26%	31%	28%	27%	22%	22%	27%	25%	29%	27%
Very satisfied	48%	57%	45%	49%	47%	56%	44%	47%	47%	45%	48%	48%	43%	53%
Don't know	6%	3%	7%	6%	6%	2%	4%	4%	9%	10%	5%	6%	6%	5%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

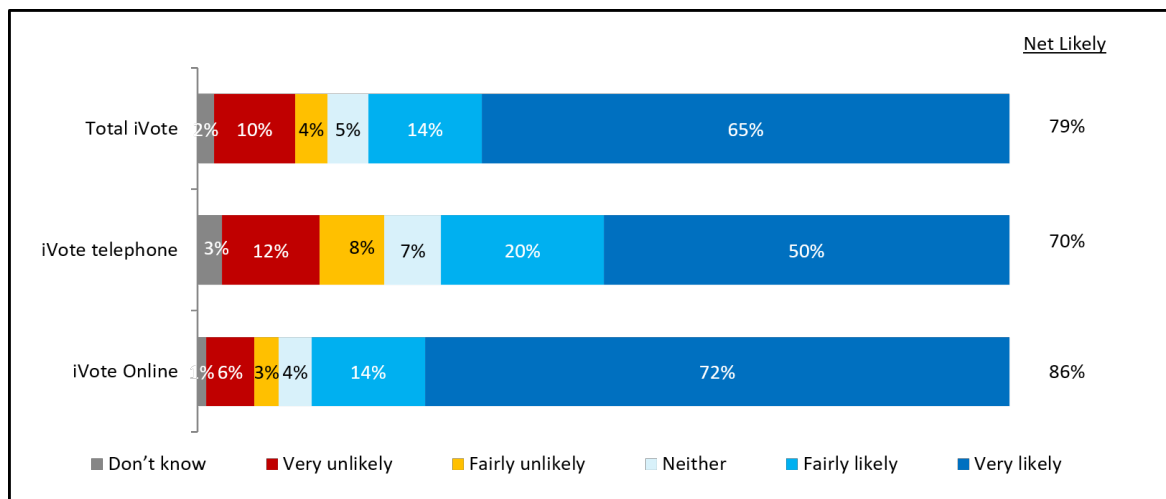
Base: Asked of all  
Q24. Were you satisfied or dissatisfied with the security of the iVote process?

## Intention to use iVote in the future

Amongst those who used iVote, almost four in five (79%) stated they would likely use iVote again in the future, with 65% stating Very likely.

- The likelihood to use iVote service in the future was significantly higher for those aged 18-24 years (88%), those aged 25-34 years (83%), those aged 35-54 years (82%), those who live in metro areas (80%), those who speak a language other than English at home (86%) and those who used iVote internet (86%).

Figure 5.44: Intention to use iVote in the future



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)

Q22. In the future, if the iVote service were available to you, would you be likely or unlikely to use it?

Table 5.42: Intention to use iVote in the future

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very unlikely	10%	3%	12%	9%	11%	3%	6%	9%	14%	17%	7%	11%	12%	6%
Fairly unlikely	4%	3%	4%	3%	4%	3%	4%	3%	4%	7%	2%	4%	8%	3%
Neither	5%	4%	5%	5%	5%	5%	6%	4%	6%	4%	3%	6%	7%	4%
Fairly likely	14%	17%	14%	13%	16%	19%	14%	14%	12%	18%	14%	15%	20%	14%
Very likely	65%	74%	62%	67%	62%	69%	69%	68%	62%	52%	72%	63%	50%	72%
Don't know	2%	0%	3%	2%	2%	1%	1%	2%	2%	2%	1%	2%	3%	1%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all

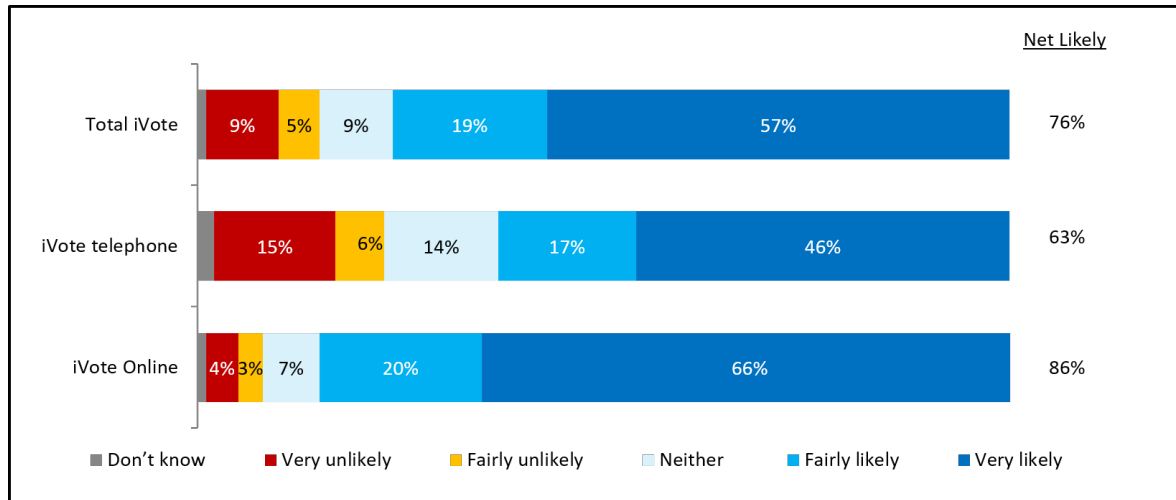
Q22. In the future, if the iVote service were available to you, would you be likely or unlikely to use it?

## Likelihood to recommend iVote

Likelihood to recommend iVote was high, with almost four in five (76%) likely to recommend (Fairly likely 19%, Very likely 57%).

- Males (78%), those aged 18-24 years (86%), those who speak a language other than English at home (84%) and those who used iVote internet (86%) were significantly more likely to recommend iVote.

Figure 5.45: Likelihood to recommend



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)  
Q43. Would you be likely or unlikely to recommend iVote?

Table 5.43: Likelihood to recommend

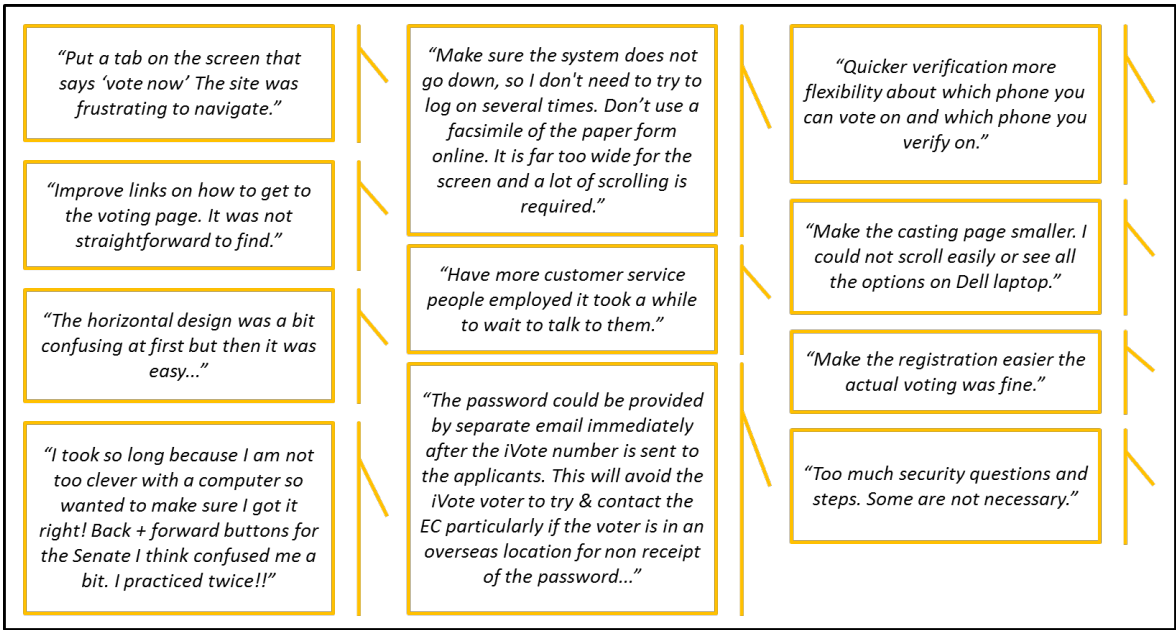
	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very unlikely	9%	3%	10%	8%	9%	3%	7%	9%	10%	14%	5%	9%	15%	4%
Fairly unlikely	5%	4%	5%	4%	6%	5%	4%	5%	5%	2%	3%	5%	6%	3%
Neither	9%	5%	11%	9%	10%	6%	9%	9%	11%	12%	7%	10%	14%	7%
Fairly likely	19%	21%	18%	20%	17%	24%	24%	18%	16%	17%	20%	18%	17%	20%
Very likely	57%	67%	54%	58%	57%	62%	54%	59%	56%	53%	64%	56%	46%	66%
Don't know	1%	0%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	2%	1%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all  
Q43. Would you be likely or unlikely to recommend iVote?

Suggested improvements to the iVote voting process

The below comments detail suggested improvements that could be made to improve the iVote voting process.

Figure 5.46: Suggested improvements to the iVote voting process



Base: Asked those who applied for iVote (Total n=3517)  
Q32b. How could we improve the iVote voting process?



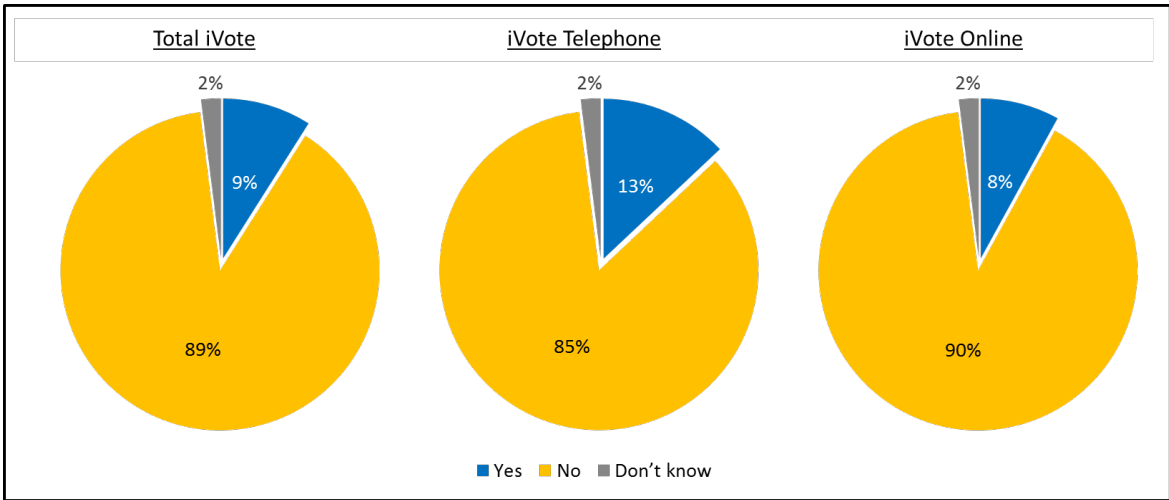
### 5.3.12 Media exposure

#### Seen any news about iVote

The majority of respondents have not seen or heard any news about iVote recently – only 9% had seen or heard.

- Those aged 18-24 years (4%) and those who used iVote internet (8%) were less likely to have seen or heard any news about iVote recently.

Figure 5.47: Awareness of news about iVote



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)  
Q47. Have you seen or heard any news about iVote recently?

Figure 5.48: Awareness of news about iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	9%	5%	11%	10%	9%	4%	10%	11%	10%	8%	9%	10%	13%	8%
No	89%	95%	87%	89%	89%	96%	88%	87%	88%	91%	88%	89%	85%	90%
Don't know	2%	0%	2%	1%	2%	0%	2%	2%	1%	1%	3%	1%	2%	2%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

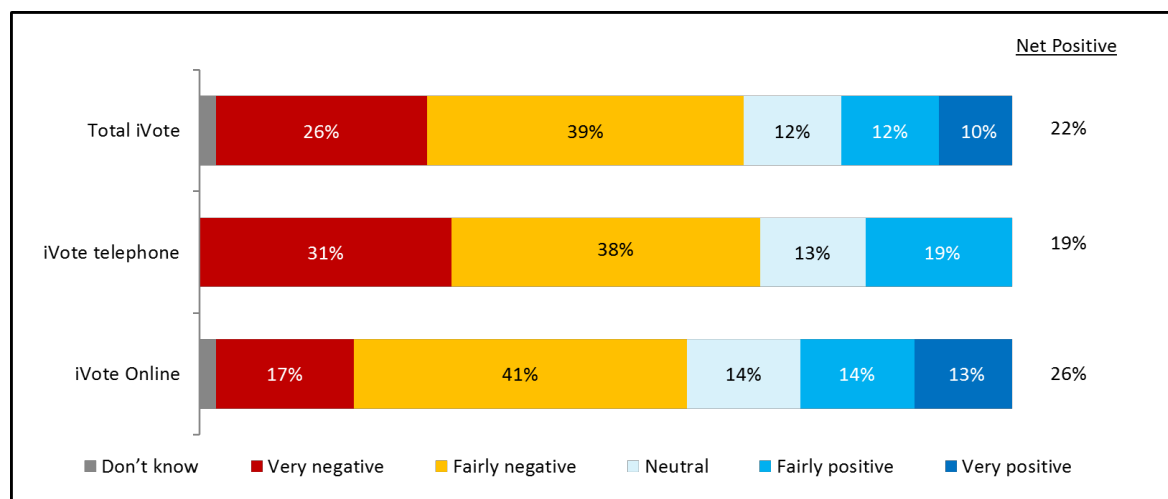
Base: Asked of all  
Q47. Have you seen or heard any news about iVote recently?

## Recall tone of news about iVote

Amongst those who had seen or heard iVote news recently, approximately one in five (22%) believe the news was positive while almost two in three (64%) believe the news was negative.

- Those who speak English only at home (69%) were significantly more likely to believe the news was negative. Those who speak a language other than English at home (40%) and those who used iVote internet (26%) were more likely to believe the news was positive.
- Those aged 55-74 years (29%), those who speak a language other than English at home (40%) and those who used iVote internet (26%) were more likely to find the news about iVote positive.

Figure 5.49: Tone of news recall about iVote



Base: Asked those who saw/heard about iVote news (Total n=382, iVote telephone n=16\*, iVote internet n=287)

Q48. Was this news positive about iVote, negative about iVote or neutral? Please answer for all news you recall hearing or seeing.

Figure 5.50: Tone of news recall about iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very negative	26%	17%	27%	23%	30%	25%	28%	25%	24%	41%	16%	28%	31%	17%
Fairly negative	39%	24%	41%	42%	35%	25%	51%	43%	35%	29%	28%	41%	38%	41%
Neutral	12%	24%	10%	9%	16%	17%	11%	14%	10%	6%	13%	12%	13%	14%
Fairly positive	12%	15%	11%	13%	10%	21%	3%	7%	16%	18%	15%	11%	19%	14%
Very positive	10%	20%	9%	11%	8%	8%	5%	10%	12%	6%	25%	6%	0%	13%
Don't know	2%	0%	2%	2%	1%	4%	2%	1%	2%	0%	4%	2%	0%	2%
Base: n=	382	46	336	213	165	24*	61	115	164	17*	80	298	16*	287

Base: Asked those who saw/heard about iVote news

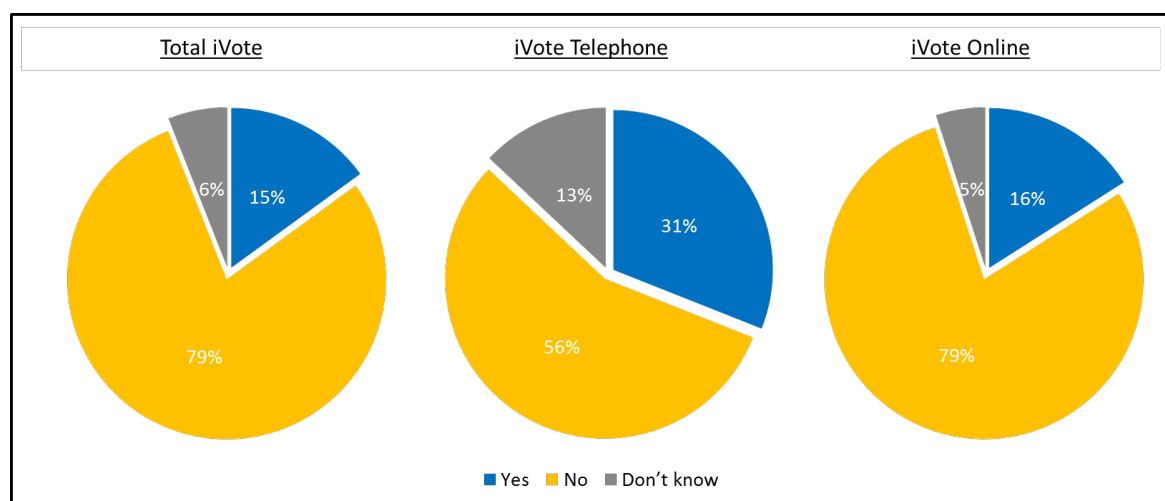
Q48. Was this news positive about iVote, negative about iVote or neutral? Please answer for all news you recall hearing or seeing.

## Recall news about potential security issues with iVote

The majority (79%) of those who had seen or heard news about iVote had not seen or heard any news about potential security issues with iVote recently.

- Those who speak English only at home (12%) were less likely to have seen or heard any news about potential security issues with iVote recently.
- The incidence of seeing or hearing any news about potential security issues with iVote has decreased compared to 2015 (11% in 2019 vs 30% in 2015) amongst those who completed the CATI survey.
- The incidence of seeing or hearing any news about potential security issues with iVote has decreased compared to 2015 (15% in 2019 vs 41% in 2015) amongst those who completed the online survey.

Figure 5.51: Recall news about potential security issues with iVote



Base: Asked those who saw/heard about iVote news (Total n=382, iVote telephone n=16\*, iVote internet n=287)  
Q49. Have you seen or heard any news about potential security issues with iVote recently?

Table 5.44: Recall news about potential security issues with iVote

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	15%	11%	15%	16%	12%	17%	16%	19%	11%	18%	21%	12%	31%	16%
No	79%	89%	78%	80%	79%	79%	72%	75%	85%	82%	65%	84%	56%	79%
Don't know	6%	0%	7%	4%	8%	4%	11%	6%	4%	0%	14%	4%	13%	5%
Base: n=	382	46	336	213	165	24*	61	115	164	17*	80	298	16*	287

Base: Asked those who saw/heard about iVote news  
Q49. Have you seen or heard any news about potential security issues with iVote recently?

### 5.3.13 Further general feedback about iVote

Further comments and feedback made in relation to iVote are provided below.

<i>"Fantastic system and process. Roll it out and get rid of voting centres!!!"</i>	<i>"It's great. Please expand it to other elections (Council and Federal). Advertise it more. People need to realise how amazing and accurate and quick this system is. It makes voting below the line a breeze. The more that people use it the faster we will know our election results."</i>	<i>"I voted wrongly because I couldn't scroll through the pages. When I asked the customer service people from iVote they said that I couldn't change my vote so I let it go through rather than be fined for not voting."</i>
<i>"UX of website was fairly good. Just your servers need improving as I was received numerous system errors."</i>		
<i>"Great service. Staff were excellent. So pleased that I could vote!"</i>	<i>"It's a great service for those of us who are living and working outside of NSW."</i>	<i>"Fix it before next election. Should have password reboot option in - that's the issue. Didn't get through to call centre hence didn't seek their assistance."</i>
<i>"Especially since I was overseas it was so convenient to vote online instead of going to the embassy. Really like this way of voting."</i>	<i>"The iVote website could be a little easier to navigate to register. My main problem was getting the email verifying I had registered with my number. After that no problems."</i>	
<i>"Was unable to use. It was quite disappointed."</i>		<i>"The process worked fine. However, I would probably not recommend it to my less tech-savvy parents."</i>

Base: Asked of all (n=4088)

Q50. Any general comments you'd like to make about iVote?

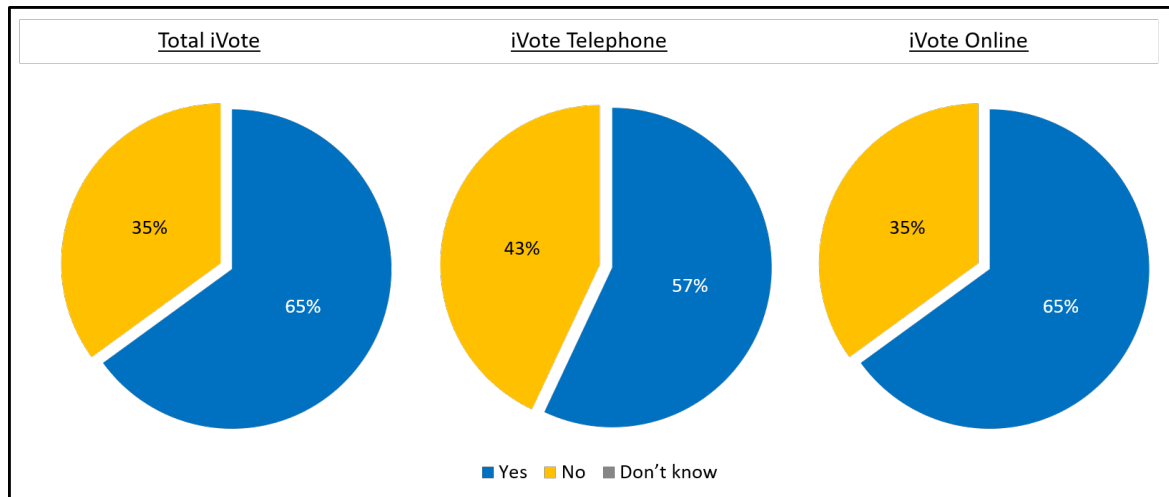
### 5.3.14 Political donations

#### Aware of political donation legislation

More than half (65%) were aware that there is legislation that governs the making of political donations in NSW.

- Males (70%), those aged 55-74 years (78%), those aged 75+ years (82%), those who live in non-metro areas (70%) and those who speak English only at home (71%) were more likely to be aware that there is legislation that governs the making of political donations in NSW.

Figure 5.52: Political donations – Awareness of legislation about the making of political donations in NSW



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)

Q51. Do you know that there is legislation that governs the making of political donations in NSW, including money given at a political party or candidate fundraiser and how much you can donate?

Table 5.45: Political donations – Awareness of legislation about the making of political donations in NSW

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	65%	43%	73%	70%	59%	37%	57%	64%	78%	82%	46%	71%	57%	65%
No	35%	57%	27%	30%	41%	63%	43%	36%	22%	18%	54%	29%	43%	35%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

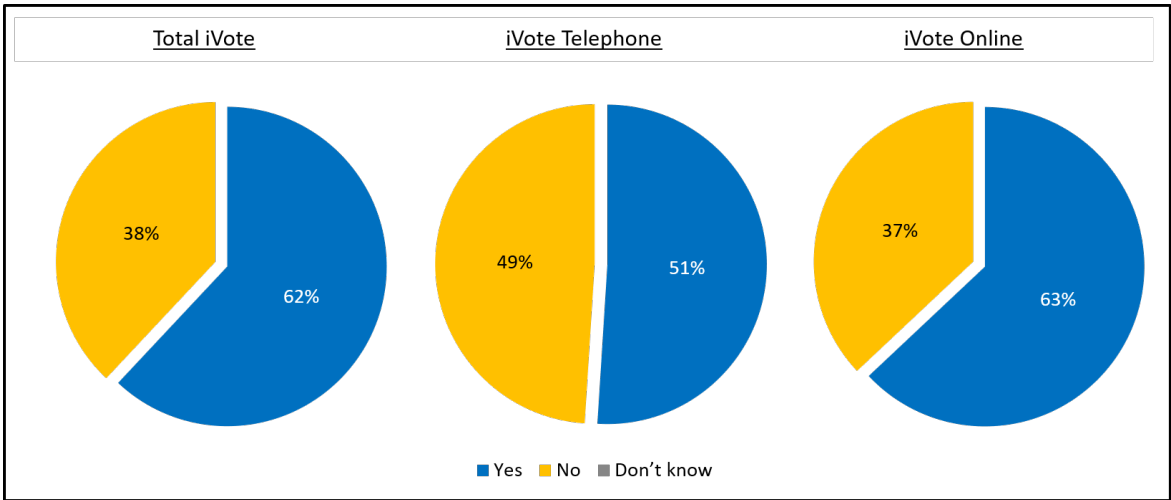
Base: Asked of all

Q51. Do you know that there is legislation that governs the making of political donations in NSW, including money given at a political party or candidate fundraiser and how much you can donate?

**Aware political donation information available on website**

Amongst those who were aware of the legislation, 62% know that they can find this information on the NSW Electoral Commission website.

Figure 5.53: Political donations – Awareness of being able to find this information on website



Base: Asked those who were aware of legislation (Total n=2668, iVote telephone n=68, iVote internet n=2215)  
Q52. Did you know you can find this information on the NSW Electoral Commission website?

Table 5.46: Political donations – Awareness of being able to find this information on website

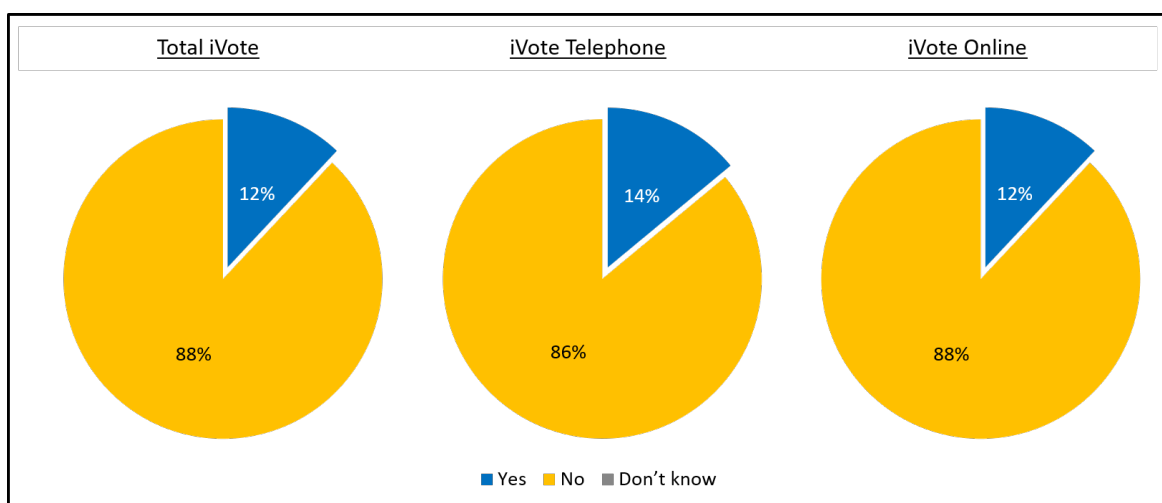
	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	62%	60%	63%	63%	61%	67%	62%	64%	61%	64%	65%	62%	51%	63%
No	38%	40%	37%	37%	39%	33%	38%	36%	39%	36%	35%	38%	49%	37%
Base: n=	2668	428	2240	1531	1115	217	342	674	1253	173	430	2210	68	2215

Base: Asked those who were aware of legislation  
Q52. Did you know you can find this information on the NSW Electoral Commission website?

## Accessing of political donation information before voting

Amongst those who were aware of legislation information on the website, only one in ten (12%) accessed this information before casting their vote.

Figure 5.54: Political donations – Incidence of accessing this information before voting



Base: Asked those who were aware of information on website (Total n=1666, iVote telephone n=35, iVote internet n=1399)  
Q53. Did you access this information before casting your vote?

Table 5.47: Political donations – Incidence of accessing this information before voting

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	12%	13%	12%	12%	13%	18%	12%	10%	12%	17%	19%	11%	14%	12%
No	88%	87%	88%	88%	87%	82%	88%	90%	88%	83%	81%	89%	86%	88%
Base: n=	1666	257	1409	972	681	145	211	433	761	111	278	1375	35	1399

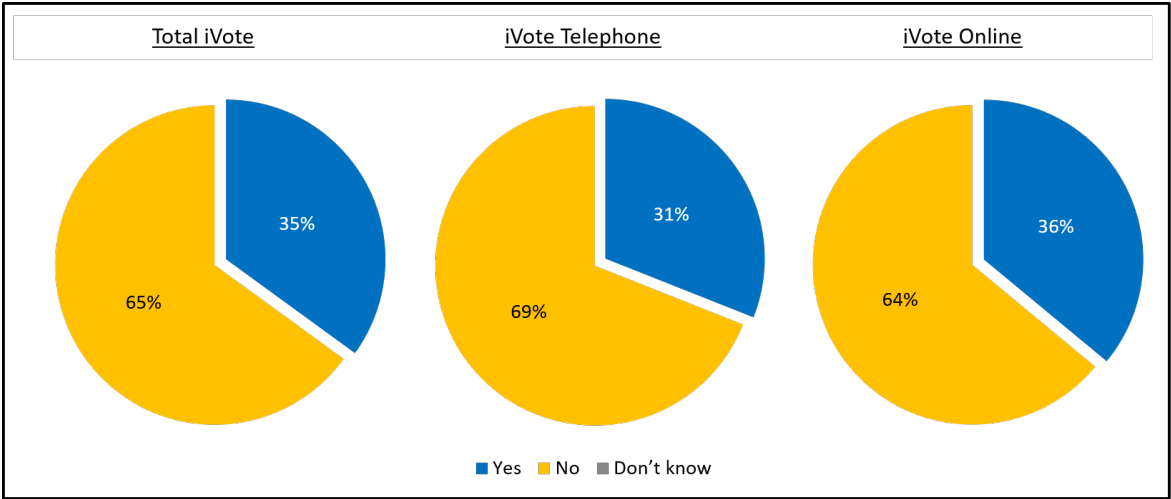
Base: Asked those who were aware of information on website  
Q53. Did you access this information before casting your vote?

5.3.15 Electoral materials

Aware electoral materials on website

Around one in three (35%) were aware that electoral material produced by the parties and candidates was available on the NSW electoral commission website.

Figure 5.55: Awareness of electoral materials on website



Base: Asked of all (Total n=4088, iVote telephone n=119, iVote internet n=3399)  
Q54. Were you aware that electoral material produced by the parties and candidates was available on the NSW electoral commission website?

Table 5.48: Awareness of electoral materials on website

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	35%	38%	35%	36%	35%	40%	35%	33%	36%	35%	34%	36%	31%	36%
No	65%	62%	65%	64%	65%	60%	65%	67%	64%	65%	66%	64%	69%	64%
Base: n=	4088	1000	3088	2178	1882	591	603	1060	1611	211	926	3127	119	3399

Base: Asked of all  
Q54. Were you aware that electoral material produced by the parties and candidates was available on the NSW electoral commission website?



Used electoral materials on website

Amongst those who were aware of the materials on website, one in three (34%) accessed the registered electoral material.

- Those aged 18-24 years (41%), those who live in metro areas (38%) and those who speak a language other than English at home (43%) were more likely to have accessed the registered electoral material.

Figure 5.56: Usage of electoral materials

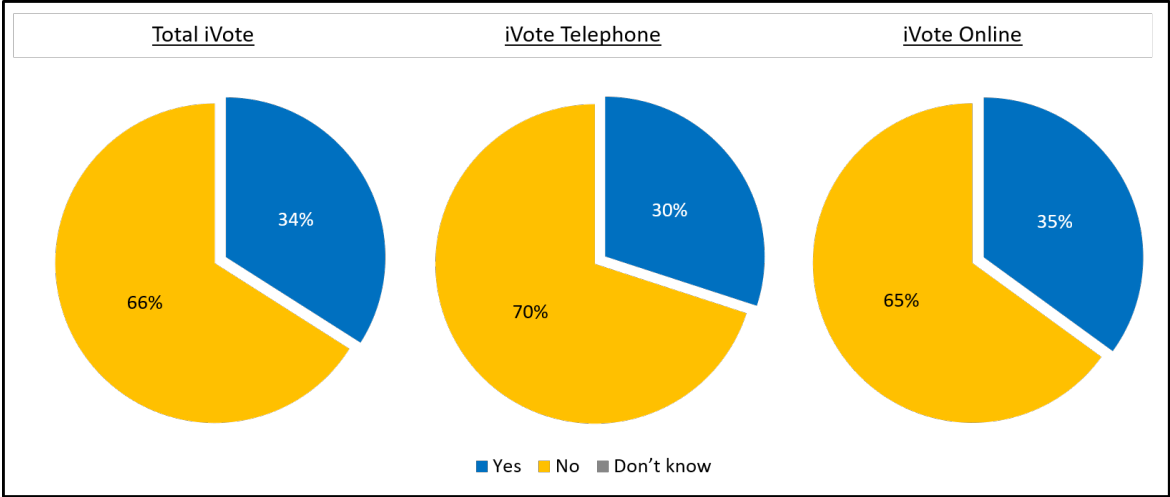


Figure 5.57:

Base: Asked those who were aware of materials (Total n=1451, iVote telephone n=37, iVote internet n=1220)  
Q55. Did you refer to the registered electoral material?

Table 5.49: Usage of electoral materials

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Yes	34%	36%	33%	32%	37%	41%	36%	35%	30%	26%	43%	31%	30%	35%
No	66%	64%	67%	68%	63%	59%	64%	65%	70%	74%	57%	69%	70%	65%
Base: n=	1451	383	1068	783	659	234	211	354	573	73	318	1122	37	1220

Base: Asked those who were aware of materials  
Q55. Did you refer to the registered electoral material?

Satisfaction with electoral materials

Amongst those who used the registered electoral material, two in three (66%) were satisfied with the electoral material.

Figure 5.58: Satisfaction with electoral materials

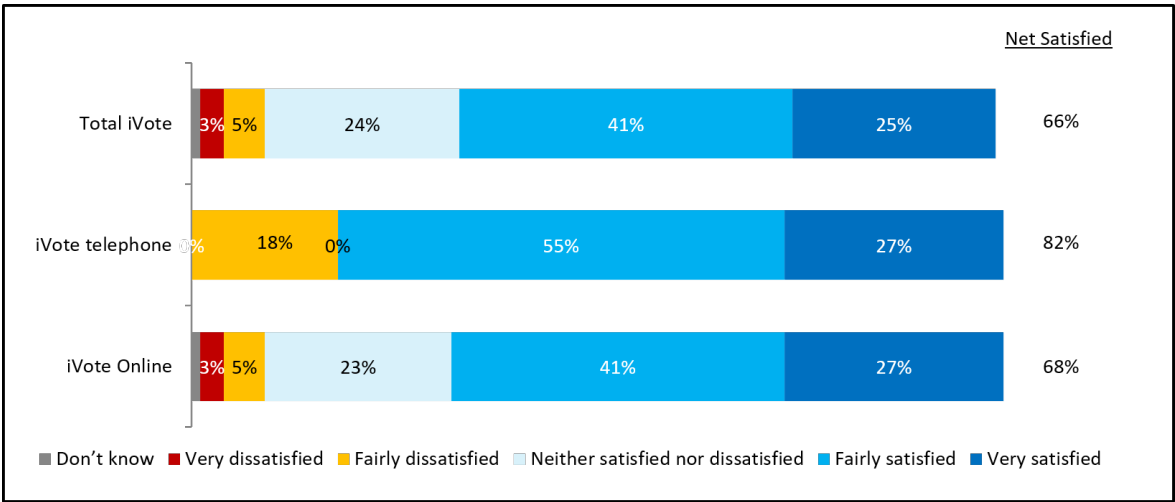


Figure 5.59:

Base: Asked those who used the materials (Total n=493, iVote telephone n=11\*, iVote internet n=429)  
Q56. How satisfied were you with this electoral material?

Table 5.50: Satisfaction with electoral materials

	TOTAL	SURVEY MODE		GENDER		AGE					LOTE		iVOTE MODE USED	
		Telephone survey	Online survey	Male	Female	18 to 24	25 to 34	35 to 54	55 to 74	75 +	Yes	No	iVote Telephone	iVote Internet
Very unsatisfied	3%	2%	4%	4%	2%	2%	1%	4%	4%	5%	1%	4%	0%	3%
Fairly unsatisfied	5%	2%	6%	4%	7%	3%	9%	6%	4%	0%	4%	5%	18%	5%
Neither	24%	20%	26%	24%	23%	19%	26%	23%	26%	26%	22%	25%	0%	23%
Fairly satisfied	41%	42%	40%	42%	39%	39%	47%	42%	39%	37%	46%	38%	55%	41%
Very satisfied	25%	33%	22%	24%	26%	36%	17%	23%	24%	32%	26%	25%	27%	27%
Don't know	1%	1%	2%	1%	2%	1%	0%	2%	2%	0%	1%	2%	0%	1%
Base: n=	493	139	354	250	241	95	77	125	174	19*	136	350	11*	429

Base: Asked those who used electoral materials  
Q56. How satisfied were you with this electoral material?

## 6. Group discussions with Arabic-speaking voters

### 6.1 General attitudes towards voting

As illustrated by the quotes below, a range of attitudes towards voting was apparent among voters from an Arabic background.

Figure 6.1: General attitudes towards voting



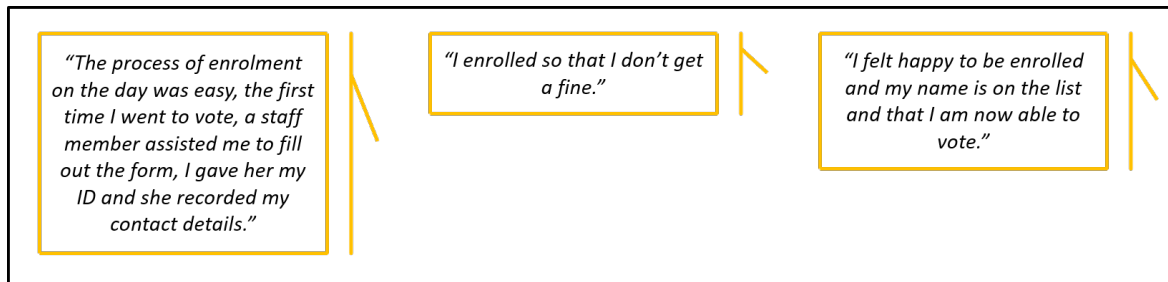
## 6.2 Enrolment

For the March 2019 NSW election, half of the male Arabic participants enrolled on the day, with the remainder and all females automatically enrolled from previous elections.

- The male participants who enrolled on the day did so in order to be able to participate in the voting process, however those males already enrolled showed indifference towards enrolment to vote and thought they had to enrol to avoid paying the fine.
- In comparison, females showed enthusiasm to be enrolled as they see being able to vote as a sign of acknowledgment of their rights.

All viewed the process of enrolling as being straightforward with no difficulties experienced.

Figure 6.2: Enrolment



## 6.3 Information sources

Some Arabic participants stated they never knew of the election until election day.

- Other participants mentioned receiving leaflets and calendars from candidates by post, but that they would just look at it without reading it in detail.
- Of note is that one male participant admitted that he did not open the letters/leaflets due to these leaflets being written in English language, which he does not fully comprehend.

Other information sources used by Arabic voters in relation to the 2019 NSW State Election included:

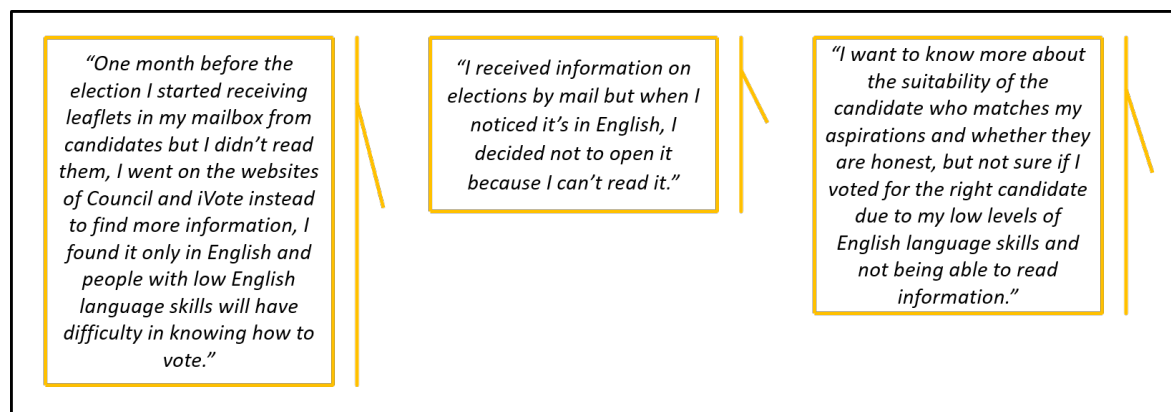
- Friends and family members
- English and Arabic media (SBS TV, SBS radio and newspapers)
- Outdoor advertising
- Council websites
- iVote.

With the exception of Arabic media, all the sources of information mentioned above were only found in English language and not in Arabic.

Key information that was used or sought by Arabic voters mainly surrounded operational aspects, such as:

- How to fill in the ballot paper
- More information on candidates' names and what parties they belong to
- Information on whether they can vote outside their electorate.

Figure 6.3: Information sources



## 6.4 Ease of and confidence in voting process

A clear gender divide was apparent in terms of perceived ease of, and confidence in the voting process.

The majority of male Arabic participants thought that the voting process itself was easy and straightforward taking only a few minutes to complete.

Of the three males who were less confident in the voting process to be followed:

- One participant asked a volunteer from one of the political parties to show him how to fill in the ballot paper.
- Another asked a community member for assistance.
- And the third participant, characterised by low English language skills, stated that he lacked confidence and provided a blank vote due to lack of information on candidates.

In contrast, the majority of female Arabic participants reported that they had low confidence in how to vote, with several stating that they only went to vote because it was compulsory and to avoid paying the fine.

Reasons provided for low confidence among female Arabic participants were:

- Lack of knowledge of contents in the ballot papers due to low or no English language skill,
- Difficulty reading and comprehending the vast amount of information on ballot papers (even among those with strong English language skills).

Some female Arabic participants and especially the elderly depended on their spouses to inform them of the date and functions of voting.

Some participants provided blank ballot papers and felt upset afterwards because they thought it was very confusing for them to understand the ballot papers, especially the “extremely large ballot paper” and the large number of names and text on it. Compared to the smaller ballot paper, the large paper was very hard to read, and participants did not know where to start.

None asked for assistance from staff due to embarrassment.

It was also felt that elderly Arabic voters who lack English language skills were taken advantage of by volunteers of certain political parties outside the voting centre, as these volunteers told them to number particular desired boxes without it being clear to the elderly Arabic voters that they weren't election officials.

Figure 6.4: Ease of and confidence in voting process



## 6.5 Awareness and usage of iVote

Only one Arabic male and two females were aware of iVote.

- The male had used iVote and thought it was easy to use and he also had confidence that he voted correctly as the online system asked for confirmation before submitting his vote.
- In comparison the two Arabic females aware of iVote encountered technical problems with the iVote system.

After hearing about iVote and the experience of the male who had used it, the majority of males stated they would use iVote in the future because of:

- Greater confidence: based on the experience of using the iVote, the participant felt more assured that they did the right thing because the online system asks for confirmation before hitting the button to submit the vote.
- Flexibility of time: participants thought that if they use iVote it will give them the opportunity to take their time to think through their choices, to find more information about candidates and to navigate the iVote website carefully in their own time and with less noise and distraction versus being in the voting centre and feeling pressured by the presence of too many people to complete the voting quickly and leave.
- Less hassle: it would be easier to vote online in the comfort of home rather than voting in person and being subjected to parking problems.

The male Arabic group did however also identify some perceived negatives with using iVote. These were:

- Eligibility: one participant expressed disappointment that he would like to use iVote, but the eligibility criteria may restrict him from using it and he then must attend a voting centre.
- The language barrier was mentioned - in that if iVote is available in English only then voters with low or no English skills cannot use the online or the telephone options.

Despite the technical difficulties experienced by the two Arabic females who had attempted to use iVote, all female group participants said they would use the iVote internet option in the future.

- Among females the main advantage of using the iVote system was thought to be its ease, even though it had not been used by them yet. It was thought that voting online from the comfort of one's own home would make it easier to vote, especially for the elderly, and it would mean avoiding waiting in long lines at the crowded voting centres.

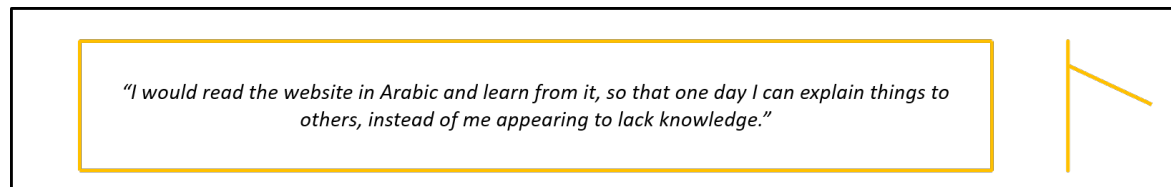
## 6.6 NSW Electoral Commission website

None of the Arabic participants had previous direct knowledge of the NSW Electoral Commission website, however stated they assumed that there would be one.

Similarly, no knowledge of Arabic translated resources and materials being available on the NSW Electoral Commission website was had.

Participants were pleasantly surprised to find that this information was available, with several making note of the URL so that they could access it in future.

Figure 6.5: NSW Electoral Commission website



## 6.7 Feedback on voting centres

Feedback on the experience had by Arabic voters at voting centres was generally positive, with only one elderly participant complaining that the waiting time to have details checked on the roll was long.

More generally though it was noted that except for one Arabic staff member in the Auburn area there were no Arabic staff available to assist them in voting centres. Moving forward, participants would like to have Arabic speaking staff available to provide basic instructions to them about the voting process, however also acknowledged that logistically this would need to be limited to voting centres located in areas where there is a high concentration of Arabic speakers.

None of the participants asked for or looked for any information or material written in Arabic to assist them in voting.

Figure 6.6: Feedback on voting centers



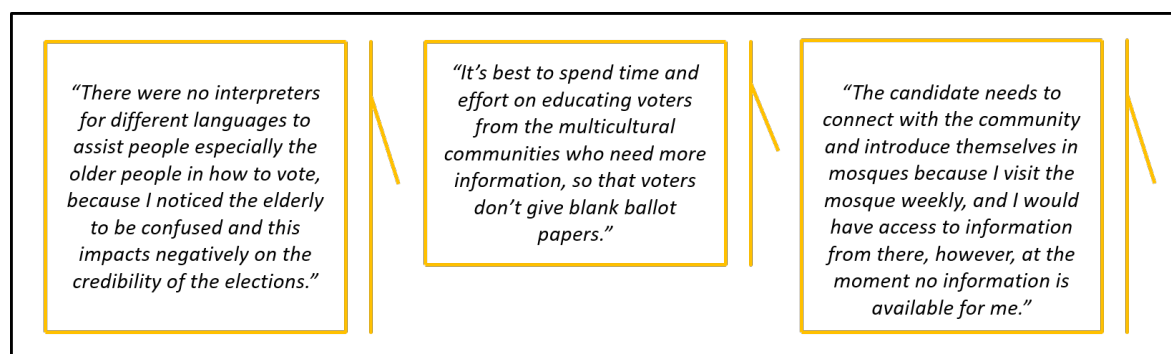


## 6.8 Recommendations for improvements

Arabic voters made a number of recommendations as to how the voting experience could be improved, with these encompassing greater assistances being made available to voters with low English proficiency, as well as improvements to the voting process more generally.

- *Better education*: Participants with low levels of English language skills strongly recommended mass education in the form of face to face community education on the process of voting to be established for new citizens before the election day. Participants who have English language skills and who can read, commented that they needed mass education through face to face meetings to assist them on knowing how to vote and how to get to know the candidates in their area.
- *Language services*: Participants who lacked English language skills asked for Arabic speaking staff or interpreters to be available in voting centres (in locations of high percentage of Arabic community), to assist them in all their enquiries about how to fill in the ballot papers.
- *Increasing the time of voting to after 6pm*: some participants work on Saturdays and may not find enough time to vote before the closing time.
- *Different day*: some recommended to hold elections on a Sunday instead of Saturday as fewer people work on Sundays.
- *More visual media*: some suggested increased exposure and education on live TV about voting and processes of voting so that citizens will have access to information needed before election day.
- *Technology*: Participants who are able to use computers recommended that internet sites on the topic of elections be user friendly for the general user, easy to navigate and with a smaller number of links. They also suggested improving the online voting system (iVote) so citizens can vote from home.
- *Functions of voting*: Recommended to change the size of the large ballot paper to reduce confusion and feelings of being overwhelmed in reading it.

Figure 6.7: Recommendations for improvements



## 7. Candidate Survey

### 7.1 Summary of key findings

At an overall level, 63% of candidates and third-party campaigners were satisfied that the NSW State Election was conducted fairly and impartially by the NSW Electoral Commission, with candidates who were nominated for the Legislative Council being significantly more satisfied than were those who nominated for the Legislative Assembly.

- Key reasons given for dissatisfaction with the perceived fairness and impartiality of the election's conduct included a perception of inherent bias against independents and smaller parties, and dissatisfaction with pre-poll processes and venues.

79% of candidates and third-party campaigners were also found to be satisfied with the NSW Electoral Commission's conduct of the 2019 NSW State Election, with higher levels of satisfaction again being observed amongst those who were nominated for the Legislative Council

- Key reasons given for dissatisfaction with the NSW Electoral Commission's conduct of the election again included a perception of inherent bias against independents and smaller parties, and dissatisfaction with pre-poll processes and venues.

With regard to the online nomination system:

- 36% of candidates surveyed used the online nominations system. Those who were nominated for the Legislative Assembly were slightly more likely to have used the system than those who were nominated for the Legislative Council (40% vs 32%).
- Amongst those who had used the online nominations system, candidates who were nominated for the Legislative Council were most satisfied with its ease of use (77%). Ease of use of the system could be improved for over one in five (22%) of the candidates nominated for the Legislative Assembly, who were dissatisfied to some degree.

Additionally:

- 22% of candidates used the online registration system to register How to Vote materials.
- 82% of those who used the online system for How to Vote materials found it easy to use.
- 59% of those who used the online system for How to Vote materials found it to be convenient to use.
- 68% of those who used the online system for How to Vote materials found the turnaround time to be acceptable.

Just under half (46%) of candidates believed the NSW Electoral Commission had met its target of registering candidates within (usually) 24 hours.

With regard to the candidates help desk and funding and disclosure client services:

- 24% of candidates called the help desk about nominating or registering electoral material. Amongst those who called the candidates help desk, the vast majority (88%) received the information they required.
- Only 11% had contacted the funding and disclosure client services phone line about registering as a candidate.
- In total 53% of candidates felt that the NSW Electoral Commission provided enough information about their electoral funding and disclosure responsibilities.

With regard to candidate information presentations:

- 39% were aware that candidate information presentations were available on the NSW Electoral Commission's website. The candidates nominated for the Legislative Assembly had higher awareness than those nominated for the Legislative Council (45% vs 29%).
- Of those who were aware of the candidate information presentations on the website, 34% had actually viewed a presentation. Additionally, 37% were satisfied with the presentation while 59% were neutral in their opinion towards them.

With regard to other information and assistance provided to candidates and third-party campaigners:

- 81% felt they received sufficient information explaining their rights and obligations.
- 75% received sufficient information to explain where to get help if needed.
- 95% used the NSW Electoral Commission website as a source of information with 62% satisfied with it. Reasons given by those who had lower levels of satisfaction focussed upon issues with navigation and locating of information being sought.
- 85% saw NSW Electoral Commission advertising, with 43% satisfied with it. Reasons given for dissatisfaction with the advertising included a perceived lack of cut through of the advertising with voters leading to lack of awareness around date of election and understanding being had as to how to vote.
- 74% used the NSW Electoral Commission's candidate handbook, with 53% satisfied with it. Reasons given by those who had lower levels of satisfaction included perceptions that it was too long and overly complicated.
- 63% of respondents used the NSW Electoral Commission's candidate nomination and electoral material phone enquiry line service, with 38% satisfied with it. Reasons for dissatisfaction with this service included long wait times and staff not being able to provide the information that was sought.
- 63% used the NSW Electoral Commission's candidate registration, funding and disclosure phone enquiry line, with 38% satisfied with it. Reasons for dissatisfaction with the candidate registration, funding and disclosure phone enquiry line also centred upon long wait times and staff not being able to provide the information that was sought.
- 39% of candidates were aware that the NSW Electoral Commission publishes candidate information presentations on the NSW Electoral Commission website. Among those who were aware 34% had viewed these presentations and 37% were satisfied with them.
- 58% of candidates had viewed the registers that the NSW Electoral Commission publishes of candidates, groups, third-party campaigners on the website. The key reason for viewing these registers on the website was to ascertain who else had registered.
- 37% of candidates used the Two Candidate Preferred Tool. Of those who used it, 84% found it easy to use and 76% said it was a useful tool for analysis.
- Only 26% of candidates viewed information published about the political donations received in the lead up to the election.
- Only 16% of candidates had requested a copy of the list of electors. Key uses of elector list information was to be able to better target voters through mailouts and door knocking. Of note however is that several candidates reported they were unable to obtain a list.

In terms of NSW Electoral Commission staff:

- 46% did not hold a view either way as to their satisfaction towards the assistance provided from Head Office staff. Reasons as to why candidates and third-party campaigners were satisfied with the assistance provided by NSW Electoral Commission's

head office staff referenced the friendliness and helpfulness of the staff, while those less satisfied cited slow response times and unclear advice.

- Amongst the candidates nominated for the Legislative Assembly 66% were satisfied at an overall level with the election manager that they had contact with. Satisfaction levels were highest for their election managers' conduct of the draw for ballot paper position (78%) and lowest with being kept informed of the count (53%).

In regard to the vote counting system:

- 31% felt that counting ballot papers electronically was a better system than manual counting, 51% of candidates were still unsure.
- 66% of candidates were happy with the information provided on how the count would be conducted. Within the two candidate groups, 73% of the Legislative Council candidates were happy with the information compared to 60% of the Legislative Assembly candidates.
- 76% of candidates were satisfied with the provision of election results. Candidates for the Legislative Council were slightly less positive, with 19% finding the provision of results unsatisfactory to some degree, compared with 12% of those nominated for the Legislative Assembly.

94% of candidates used the NSW Electoral Commission website to access results.

- 73% of those who used the website to access election results were satisfied with the ease of understanding of the results information.
- 65% of those who used the website to access election results were satisfied with the timeliness of the results information.
- 71% of those who used the website to access election results were satisfied with the presentation of the results information.

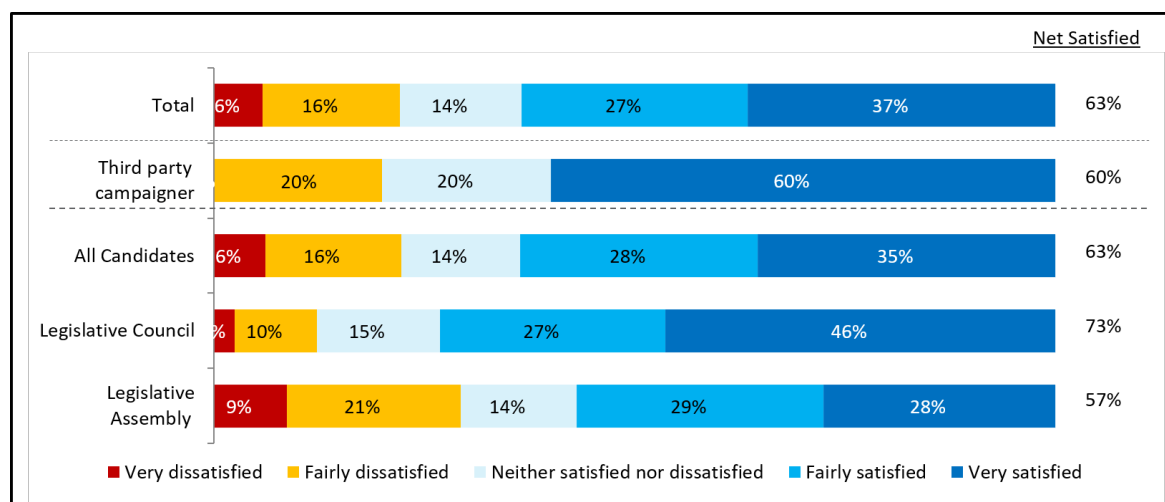
## 7.2 Detailed Findings

### 7.2.1 Fairness and impartiality

Almost two thirds (63%) are satisfied that the State Election was conducted fairly and impartially by the NSW Electoral Commission, with over a third (37%) being Very satisfied.

- Around three quarters (73%) of the candidates who were nominated for the Legislative Council were satisfied, compared to 57% of those who were nominated for the Legislative Assembly.

Figure 7.1: Satisfaction election conducted fairly and impartially



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q2. Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the NSW State General Election on 23 March 2019 fairly and impartially?

Table 7.1: Satisfaction election conducted fairly and impartially

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	6%	0%	6%	2%	9%	5%	6%	5%	5%
Fairly dissatisfied	16%	20%	16%	10%	21%	17%	17%	20%	11%
Neither	14%	20%	14%	15%	14%	9%	25%	11%	18%
Fairly satisfied	27%	0%	28%	27%	29%	26%	28%	32%	23%
Very satisfied	37%	60%	35%	46%	28%	44%	25%	32%	43%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q2. Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the NSW State General Election on 23 March 2019 fairly and impartially?

Below are some of the comments provided as reasons for dissatisfaction with the perceived fairness and impartiality of the election’s conduct.

Figure 7.2: Reasons for dissatisfaction with perceived fairness and impartiality

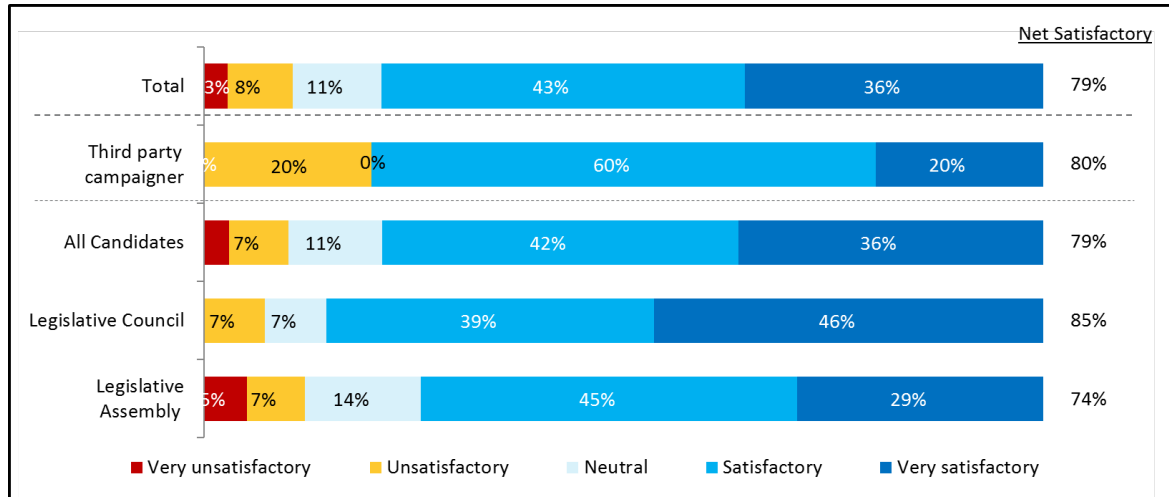


Base: Asked those who said they were fairly/very dissatisfied with State Election being conducted fairly and impartially (Total n=23\*)  
Q3. Why is that?

## 7.2.2 Satisfaction with the conduct of election

The majority of candidates (79%) are satisfied with the conduct of the NSW Electoral Commission in the 2019 NSW State Election, with the highest levels of satisfaction observed amongst those who were nominated for the Legislative Council (85%).

Figure 7.3: Satisfaction with the conduct of the election



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q4. Overall, do you think the NSW Electoral Commission's conduct of the 2019 NSW State Election was....?

Table 7.2: Satisfaction with the conduct of the election

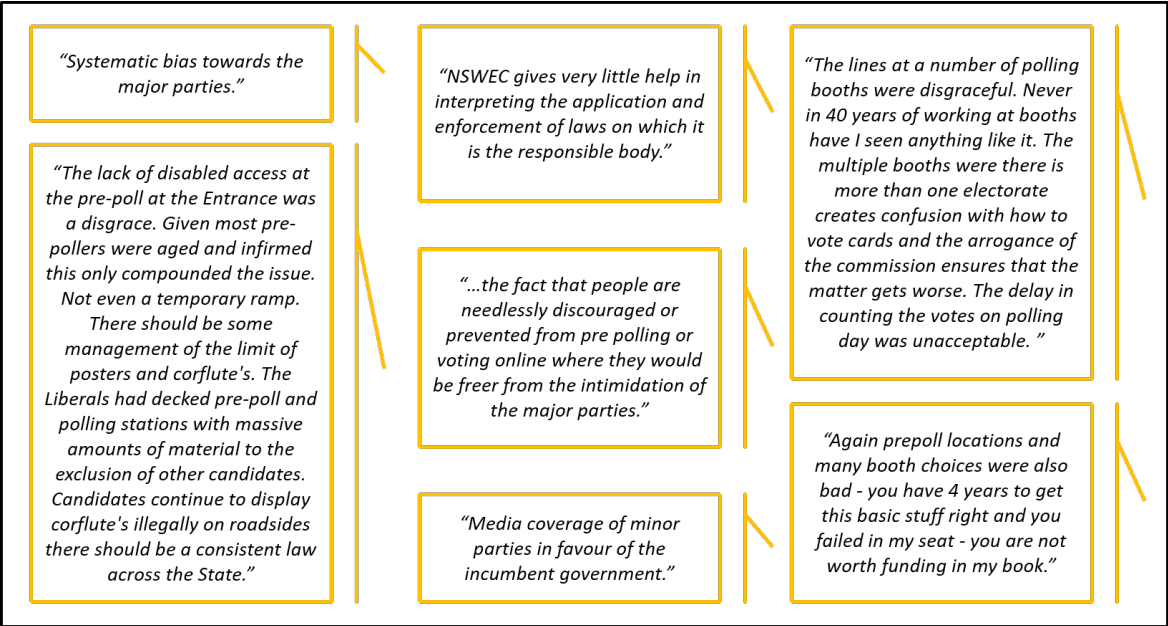
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very unsatisfactory	3%	0%	3%	0%	5%	3%	0%	2%	2%
Unsatisfactory	8%	20%	7%	7%	7%	9%	6%	2%	11%
Neutral	11%	0%	11%	7%	14%	8%	17%	14%	7%
Satisfactory	43%	60%	42%	39%	45%	36%	56%	50%	39%
Very satisfactory	36%	20%	36%	46%	29%	44%	22%	32%	41%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q4. Overall, do you think the NSW Electoral Commission's conduct of the 2019 NSW State Election was....?

Below are some of the reasons for dissatisfaction being had with NSW Electoral Commission’s conduct of the election.

Figure 7.4: Reasons for dissatisfaction with the NSW Electoral Commission’s conduct of election



Base: Asked those who said that the NSW Electoral Commission conduct of the NSW State Election was unsatisfactory/very unsatisfactory (Total n=11\*)  
Q5. Why is that?

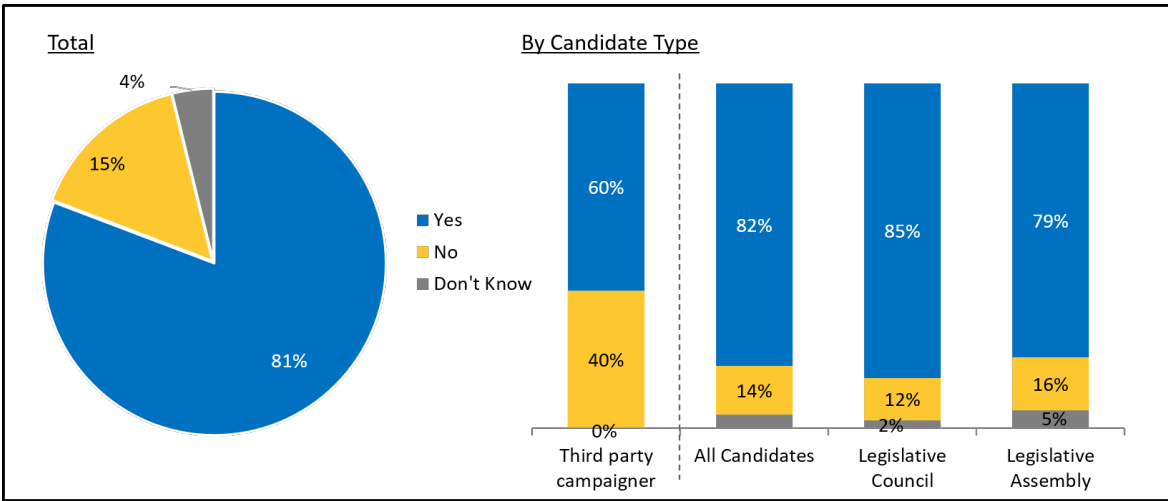


### 7.2.3 Received sufficient information

#### Information on rights and obligations

Over four in five (81%) respondents received sufficient information explaining their rights and obligations.

Figure 7.5: Receiving sufficient information about rights and obligations



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q6. Overall, did you receive sufficient information to explain your rights and obligations?

Table 7.3: Receiving sufficient information about rights and obligations

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	81%	60%	82%	85%	79%	79%	86%	82%	84%
No	15%	40%	14%	12%	16%	20%	8%	14%	14%
Don't know / Can't recall	4%	0%	4%	2%	5%	2%	6%	5%	2%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

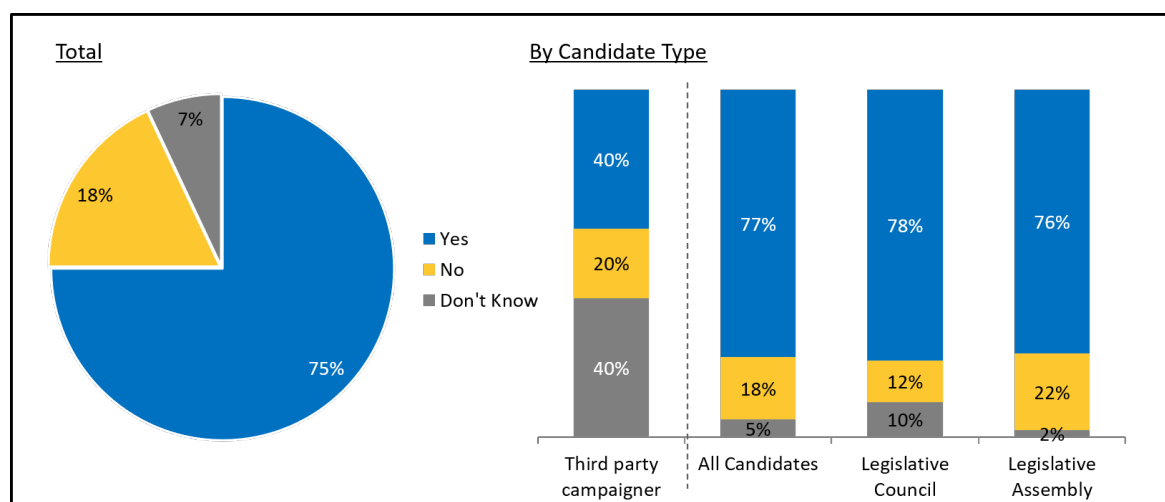
Q6. Overall, did you receive sufficient information to explain your rights and obligations?

## Information on where to get help

Three-quarters (75%) of respondents received sufficient information to explain where to get help if needed.

- Candidates were significantly less likely to be unsure as to whether they received sufficient information on where to get help (5%).
- Third-party campaigners were significantly more likely to be unsure as to whether they received sufficient information on where to get help (40%).

Figure 7.6: Received sufficient information about where to get help



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q7. Overall, did you receive sufficient information to explain where to get help if you needed it?

Table 7.4: Received sufficient information about where to get help

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	75%	40%	77%	78%	76%	79%	69%	80%	75%
No	18%	20%	18%	12%	22%	17%	19%	14%	18%
Don't know / Can't recall	7%	40%	5%	10%	2%	5%	11%	7%	7%
Base n=	104	5*	99	41	58	66	36	44	56

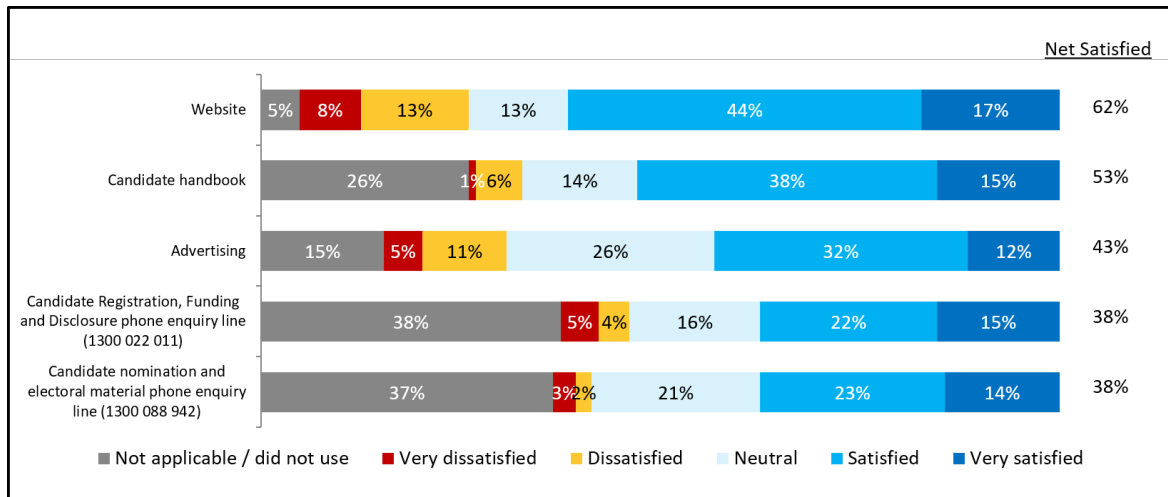
Base: Asked of all

Q7. Overall, did you receive sufficient information to explain where to get help if you needed it?

## 7.2.4 Election information resources and services

The NSW Electoral Commission website is the most used (95% used) and most satisfactory resource for providing election information (62% Net Satisfied), whilst the phone enquiry lines are the services least used (62% and 63%) and with the overall lowest satisfaction scores (38% Net Satisfied).

Figure 7.7: Satisfaction with election information resources and services



Base: Asked of all (Total n=104)

Q8. Please rate your satisfaction with each of the following NSW Electoral Commission's election information resources and services

## Website

95% of respondents used the website, with 62% satisfied with it.

Table 7.5: Satisfaction with election information resources and services – Website

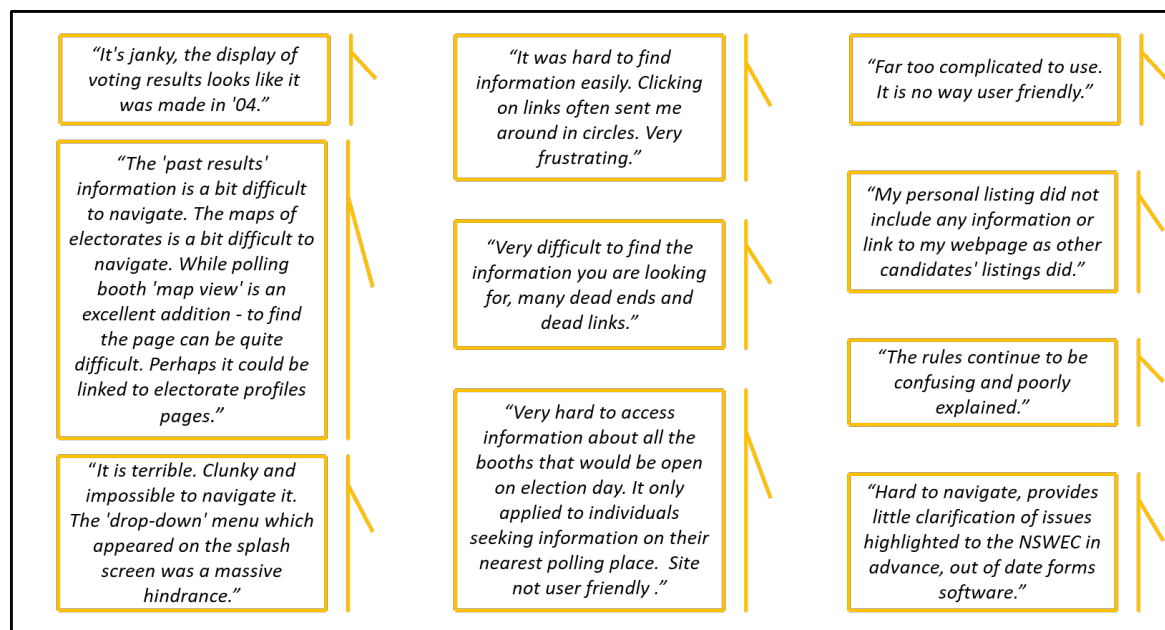
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	8%	20%	7%	10%	5%	9%	6%	5%	7%
Dissatisfied	13%	0%	14%	10%	17%	15%	8%	16%	11%
Neutral	13%	20%	12%	7%	16%	9%	19%	7%	18%
Satisfied	44%	40%	44%	49%	41%	42%	50%	50%	43%
Very satisfied	17%	20%	17%	15%	19%	20%	14%	16%	20%
Not applicable / did not use	5%	0%	5%	10%	2%	5%	3%	7%	2%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q8. Please rate your satisfaction with each of the following NSW Electoral Commission's election information resources and services

Reasons for dissatisfaction with this service are provided below.

Figure 7.8: Dissatisfaction with the NSW Electoral Commission's website



Base: Those who were dissatisfied with the NSW Electoral Commission's website (Total n=22\*)

Q10. You said you were dissatisfied with the NSW Electoral Commission's website. Why is that?

## NSW Electoral Commission's candidate handbook

74% of respondents used the candidate handbook, with 53% satisfied with it.

Table 7.6: Satisfaction with election information resources and services – Candidate handbook

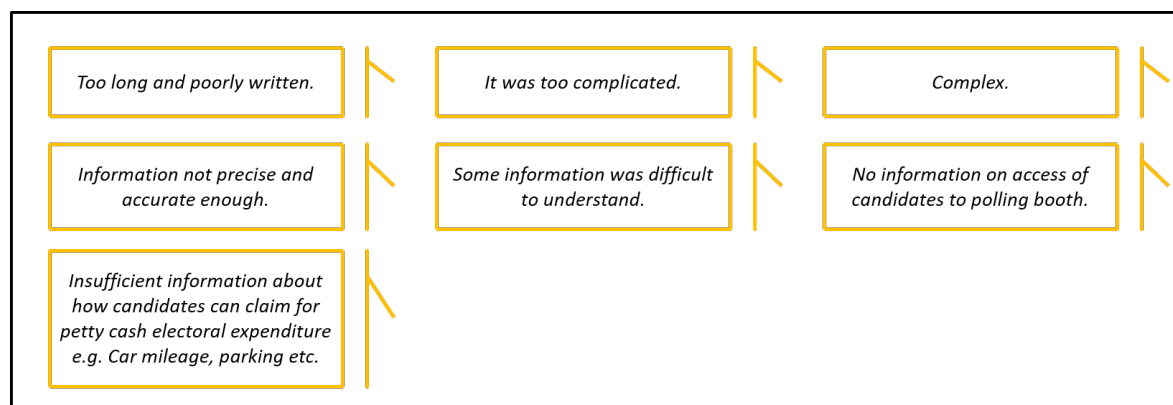
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	1%	0%	1%	0%	2%	2%	0%	2%	0%
Dissatisfied	6%	0%	6%	2%	9%	8%	3%	7%	5%
Neutral	14%	20%	14%	12%	16%	17%	8%	5%	21%
Satisfied	38%	0%	39%	34%	43%	32%	50%	45%	32%
Very satisfied	15%	0%	16%	20%	14%	17%	14%	14%	18%
Not applicable / did not use	26%	80%	23%	32%	17%	26%	25%	27%	23%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q8. Please rate your satisfaction with each of the following NSW Electoral Commission's election information resources and services

Reasons for dissatisfaction with this service are provided below.

Figure 7.9: Dissatisfaction with the NSW Electoral Commission's candidate handbook



Base: Those who were dissatisfied with the NSW Electoral Commission's candidate handbook (Total n=11\*)

Q9. You said you were dissatisfied with the NSW Electoral Commission's candidate handbook. Why is that?

## NSW Electoral Commission's advertising

85% of respondents saw advertising, with 43% satisfied with it.

Table 7.7: Satisfaction with election information resources and services - Advertising

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	5%	20%	4%	2%	5%	3%	6%	5%	2%
Dissatisfied	11%	0%	11%	10%	12%	11%	11%	7%	14%
Neutral	26%	40%	25%	20%	29%	26%	28%	30%	23%
Satisfied	32%	20%	32%	37%	29%	32%	33%	34%	32%
Very satisfied	12%	0%	12%	12%	12%	15%	6%	9%	13%
Not applicable / did not use	15%	20%	15%	20%	12%	14%	17%	16%	16%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q8. Please rate your satisfaction with each of the following NSW Electoral Commission's election information resources and services

Reasons for dissatisfaction with the advertising are provided below.

Figure 7.10: Dissatisfaction with the NSW Electoral Commission's advertising

"I realise it is difficult to engage voters, however a great number of them told me that had they not received my campaign material, they would not have known there was an election on."	"There was not enough advertising in prime time viewing. So most people did not see the ads. Most people had no idea an election was coming or what to do. Advertising should have covered how to do preference votes, as this confuses most people."	"It took an unacceptably long time to get our election day materials approved and we almost missed our printing deadline. As a small party we don't have the resources to have our plans disrupted by delays."
"Very confusing how to vote and how many to vote for as it keeps changing. The optional preferential system is not explained, few people understand it."	"The local early voting centre locations were not publicised enough to the general public."	"Was dissatisfied with enforcement of regulations on party political advertising on election day i.e. covering of fencing with plastic sheeting for metre after metre of fence lines around polling places."
"My observation was that large numbers of voters were NOT aware of Election date and what level of Government was."	"Poor communication of compliance obligations, dreadful timing of advertising of obligations - often after the date at which obligations commenced."	"Not clear to the average reader. Many voters told me it was not clear how they are to vote."

Base: Those who were dissatisfied with the NSW Electoral Commission's advertising (Total n=16\*)

Q11. You said you were dissatisfied with the NSW Electoral Commission's advertising. Why is that?

## Candidate registration, funding and disclosure phone enquiry line

63% of respondents used the candidate registration, funding and disclosure phone enquiry line, with 38% satisfied with it.

Table 7.8: Satisfaction with election information resources and services - candidate registration, funding and disclosure phone enquiry line

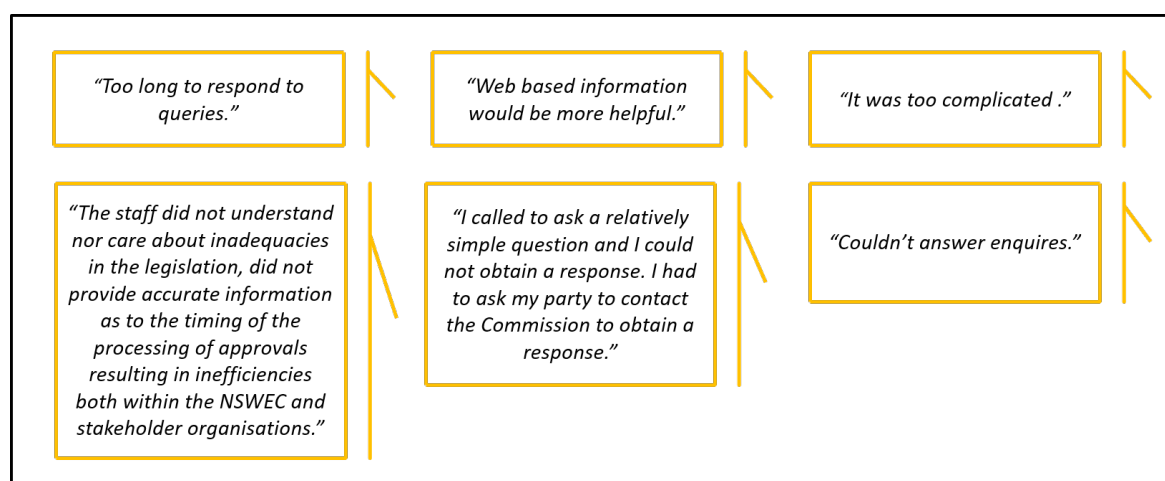
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	5%	20%	4%	0%	7%	5%	3%	5%	2%
Dissatisfied	4%	0%	4%	2%	5%	6%	0%	0%	5%
Neutral	16%	20%	16%	12%	19%	18%	14%	20%	14%
Satisfied	22%	20%	22%	27%	19%	20%	28%	18%	27%
Very satisfied	15%	20%	15%	20%	12%	20%	8%	2%	25%
Not applicable / did not use	38%	20%	38%	39%	38%	32%	47%	55%	27%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q8. Please rate your satisfaction with each of the following NSW Electoral Commission's election information resources and services

Reasons for dissatisfaction with the candidate registration, funding and disclosure phone enquiry line are provided below.

Figure 7.11: Dissatisfaction with the candidate registration, funding and disclosure phone enquiry line



Base: Those who were dissatisfied with the Candidate Registration, Funding and Disclosure phone enquiry line (Total n=9\*)

Q12. You said you were dissatisfied with the Candidate Registration, Funding and Disclosure phone enquiry line. Why is that?

## Candidate nomination and electoral material phone enquiry line

63% of respondents used the candidate nomination and electoral material phone enquiry line service, with 38% satisfied with it.

**Table 7.9:** Satisfaction with election information resources and services - Candidate nomination and electoral material phone enquiry line

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	3%	20%	2%	0%	3%	3%	3%	5%	0%
Dissatisfied	2%	0%	2%	2%	2%	3%	0%	0%	4%
Neutral	21%	20%	21%	10%	29%	20%	22%	16%	23%
Satisfied	23%	0%	24%	39%	14%	21%	28%	27%	21%
Very satisfied	14%	20%	14%	10%	17%	20%	6%	5%	23%
Not applicable / did not use	37%	40%	36%	39%	34%	33%	42%	48%	29%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q8. Please rate your satisfaction with each of the following NSW Electoral Commission's election information resources and services

Reasons for dissatisfaction with this service are provided below.

**Table 7.10:** Dissatisfaction with the candidate nomination and electoral material phone enquiry line

"Too long to respond."	"Couldn't answer enquires properly."	"The staff could not or would not understand the actual practical implications and impact of the legislation. ."
"No-one answered."	"Difficult to access EC officers & largely irrelevant advice."	

Base: Those who were dissatisfied with the candidate nomination and electoral material phone enquiry line (Total n=5\*)

Q13. You said you were dissatisfied with the Candidate nomination and electoral material phone enquiry line. Why is that?



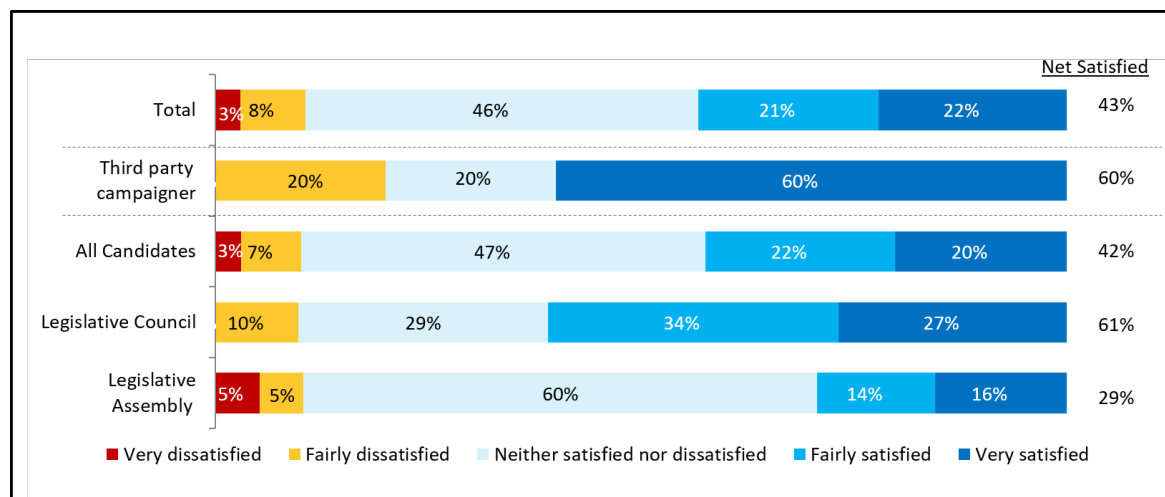
## 7.2.5 Electoral Commission staff

### Head Office staff

Nearly half of respondents (46%) did not hold a view either way as to their satisfaction towards the assistance provided from Head Office staff.

- 29% of Legislative Council candidates were significantly less likely than average to not hold an opinion either way, with most (61%) being satisfied.
- Among candidates those who nominated for the Legislative Assembly, 60% were significantly more likely than average to not hold an opinion either way.

Figure 7.12: Satisfaction with assistance provided by Electoral Commission's head office staff



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q16. Overall how satisfied or dissatisfied were you with the assistance provided by NSW Electoral Commission's head office staff in the lead up to the election?

Table 7.11: Satisfaction with the assistance provided by Electoral Commission's head office staff

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	3%	0%	3%	0%	5%	5%	0%	5%	2%
Fairly dissatisfied	8%	20%	7%	10%	5%	8%	8%	7%	7%
Neither	46%	20%	47%	29%	60%	44%	50%	43%	46%
Fairly satisfied	21%	0%	22%	34%	14%	20%	22%	34%	13%
Very satisfied	22%	60%	20%	27%	16%	24%	19%	11%	32%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q16. Overall how satisfied or dissatisfied were you with the assistance provided by NSW Electoral Commission's head office staff in the lead up to the election?

Reasons as to why candidates and third-party campaigners were satisfied or dissatisfied with the assistance provided by NSW Electoral Commission's head office staff are provided below.

Figure 7.13: Reasons for levels of satisfaction with the assistance provided by Electoral Commission's head office staff

Satisfied	Unsure	Dissatisfied
"They're nice and they're well informed. The system they use is botched, but the staff are good."	"The online information should be easier to use. Some of the information I needed wasn't easy to find."	"I suppose they had too much on their plate and just wanted to move you on once you seemed like you were content."
"They answered my questions in a polite, accurate and timely manner."	"The party I was a candidate for organised much of the paper work and lodgments of required papers."	"Can't reach – waiting."
"Website difficult, ended up speaking to reception for guidance."	"I was just one of 16 names below the line representing a party. As such I found very little favourable or unfavourable aspects to have to consider."	"Very confusing."
"They respond as quickly as they can and their advice is experienced."	"My party handled the interaction regarding my nomination."	"Couldn't get effective answers to questions & enquires."
"Our NSW Director dealt with the forms - I heard her on the phone numerous times and she stated how helpful the staff were."	"I was concentrating on the disastrous state of the Regional economy to not concentrate on the system."	"Slow response."

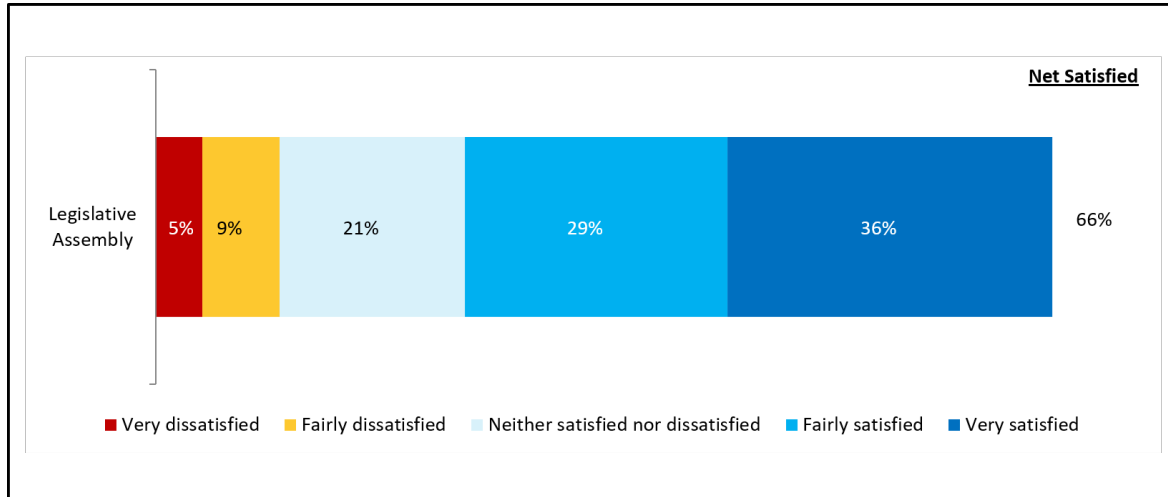
Base: Those who were satisfied/unsure/dissatisfied with the assistance provided by NSW Electoral Commission's head office staff in the lead up to the election (Satisfied n=45, Unsure n=48, Dissatisfied n=11\*)

Q17. Why is that?

## Election manager

Amongst the candidates nominated for the Legislative Assembly, two-thirds were satisfied with the election manager that they had contact with (66%), with over half of those satisfied being Very satisfied (36%).

Figure 7.14: Satisfaction with election manager



Base: Asked Legislative Assembly candidates (Total n=58)

Q18. And overall how satisfied were you with the Election Manager with whom you had contact?

Table 7.12: Satisfaction with the election manager

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	5%		5%		5%	5%	0%	4%	3%
Fairly dissatisfied	9%		9%		9%	10%	6%	4%	10%
Neither	21%		21%		21%	15%	35%	16%	26%
Fairly satisfied	29%		29%		29%	30%	29%	40%	23%
Very satisfied	36%		36%		36%	40%	29%	36%	39%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Legislative Assembly candidate

Q18. And overall how satisfied were you with the Election Manager with whom you had contact?

Below are the reasons why Legislative Assembly candidates were satisfied or dissatisfied with the election manager that they had contact with.

Figure 7.15: Reasons for levels of satisfaction with the election manager

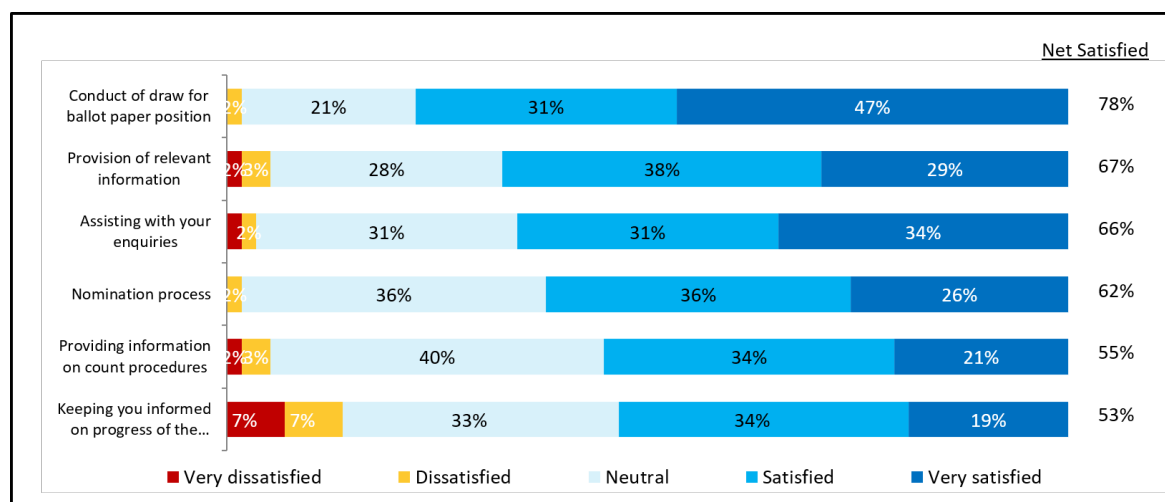
Satisfied	Unsure	Dissatisfied
Helpful with overnight storage of coreflutes and How to Votes. Applied rules fairly.	Limited dealings and had no authority.	Arrogant and unhelpful and though not their choice for prepoll or booth locations - did not find them helpful at all.
She conducted the office capably, politely, professionally and fairly.		
He was helpful, courteous and made clear what the expectations and requirements were.	Not well trained and does not communicate well with volunteers for the parties to set rules.	He was quite rude and abrupt.
I had quite a lot of contact with the election manager, and on every occasion he was approachable, open to questions and suggestions, fair and helpful.	Did not receive contact from them from what I can remember.	The rulings made were inconsistently applied and later changed by Head Office.
She seemed fairly impartial. She had a lot of angry Labor and Liberal volunteers to deal with, which would have been difficult.		
She informed me of a Supreme Court judgement on election day. She was professional.	I was not directly in contact.	Lack of knowledge.

Base: Legislative Assembly (Those who were satisfied/unsure/dissatisfied with the Election Manager with whom they had contact: Satisfied n=38, unsure n=12\*, dissatisfied n=8\*)  
Q19. Why is that?

## Satisfaction with services provided by the election manager

Legislative Assembly candidates were most satisfied with their election managers' conduct of the draw for ballot paper position (78%), and least satisfied with being kept informed of the count (53%).

Figure 7.16: Satisfaction with services provided by election manager



Base: Asked Legislative Assembly candidates (Total n=58)

Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

Table 7.13: Satisfaction with services provided by election manager - Provision of relevant information

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	2%		2%		2%	0%	6%	0%	3%
Fairly dissatisfied	3%		3%		3%	5%	0%	0%	6%
Neither	28%		28%		28%	23%	35%	24%	29%
Fairly satisfied	38%		38%		38%	38%	41%	44%	32%
Very satisfied	29%		29%		29%	35%	18%	32%	29%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Asked Legislative Assembly candidates

Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

Table 7.14: Satisfaction with services provided by election manager - Nomination process

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 55	55 plus
Very dissatisfied	0%		0%		0%	0%	0%	0%	0%
Fairly dissatisfied	2%		2%		2%	3%	0%	0%	3%
Neither	36%		36%		36%	35%	35%	32%	35%
Fairly satisfied	36%		36%		36%	30%	53%	48%	29%
Very satisfied	26%		26%		26%	33%	12%	20%	32%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Asked Legislative Assembly candidates

Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

**Table 7.15: Satisfaction with services provided by election manager - Conduct of draw for ballot paper position**

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	0%		0%		0%	0%	0%	0%	0%
Fairly dissatisfied	2%		2%		2%	3%	0%	0%	3%
Neither	21%		21%		21%	18%	24%	20%	19%
Fairly satisfied	31%		31%		31%	30%	35%	36%	26%
Very satisfied	47%		47%		47%	50%	41%	44%	52%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Asked Legislative Assembly candidates

Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

**Table 7.16: Satisfaction with services provided by election manager - Assisting with your enquiries**

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	2%		2%		2%	3%	0%	4%	0%
Fairly dissatisfied	2%		2%		2%	3%	0%	0%	0%
Neither	31%		31%		31%	28%	35%	24%	35%
Fairly satisfied	31%		31%		31%	30%	35%	40%	26%
Very satisfied	34%		34%		34%	38%	29%	32%	39%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Asked Legislative Assembly candidates

Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

**Table 7.17: Satisfaction with services provided by election manager - Providing information on count procedures**

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	2%		2%		2%	3%	0%	0%	3%
Fairly dissatisfied	3%		3%		3%	5%	0%	4%	3%
Neither	40%		40%		40%	35%	47%	32%	42%
Fairly satisfied	34%		34%		34%	30%	47%	44%	29%
Very satisfied	21%		21%		21%	28%	6%	20%	23%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Asked Legislative Assembly candidates

Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

**Table 7.18: Satisfaction with services provided by election manager - Keeping you informed on progress of the count**

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	7%		7%		7%	8%	6%	0%	10%
Fairly dissatisfied	7%		7%		7%	3%	18%	8%	6%
Neither	33%		33%		33%	33%	29%	28%	35%
Fairly satisfied	34%		34%		34%	35%	35%	48%	26%
Very satisfied	19%		19%		19%	23%	12%	16%	23%
Base n=	58	0	58	0	58	40	17*	25*	31

Base: Asked Legislative Assembly candidates

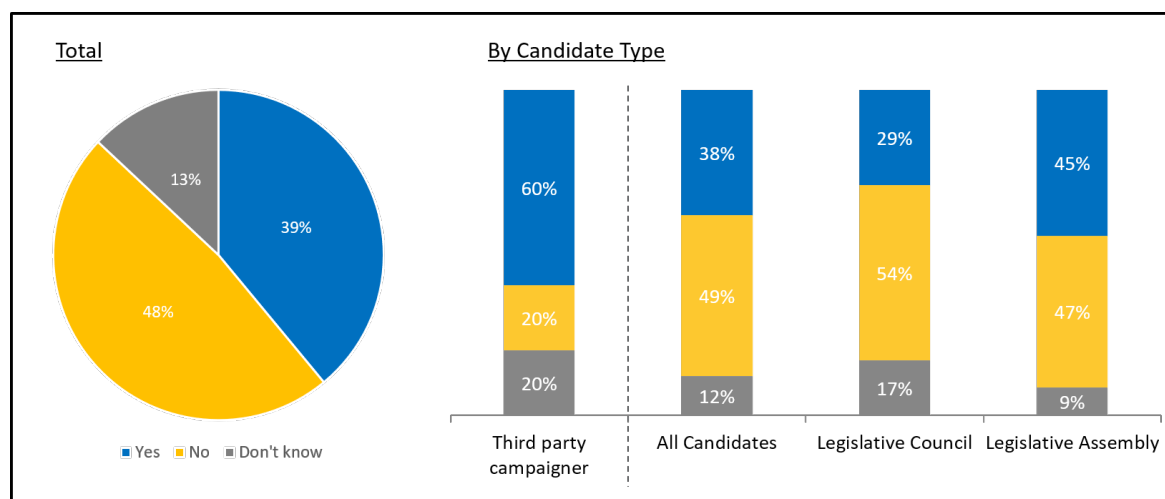
Q20. And please rate your satisfaction with the Election Manager in terms of each of the below.

## Candidate information presentations

Around two in five (39%) respondents were aware that candidate information presentations were available on the NSW Electoral Commission's website.

The candidates nominated for the Legislative Assembly had higher awareness than those nominated for the Legislative Council (45% vs 29%).

Figure 7.17: Awareness of candidate information presentations on website



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q21. Were you aware that Candidate Information Presentations were available on the NSW Electoral Commission's website?

Table 7.19: Awareness of candidate information presentations on website

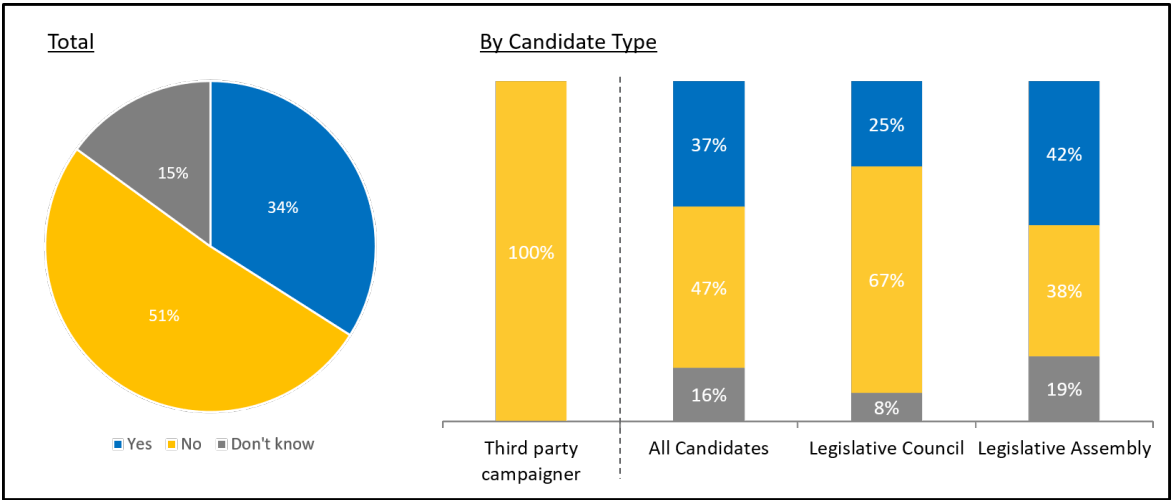
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	39%	60%	38%	29%	45%	45%	31%	25%	48%
No	48%	20%	49%	54%	47%	42%	58%	57%	45%
Don't know / Can't recall	13%	20%	12%	17%	9%	12%	11%	18%	7%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all

Q21. Were you aware that Candidate Information Presentations were available on the NSW Electoral Commission's website?

Of those who were aware of the candidate information presentations on the website, around a third of candidates (34%) had actually viewed a presentation.

Figure 7.18: Viewed candidate information presentation



Base: Asked those aware of presentations on website (Total n=41, Third party campaigner n=3\*, All candidates n=38, Legislative Council candidate n=12\*, Legislative Assembly candidate n=26\*)  
 Q22. Did you view a candidate information presentation?

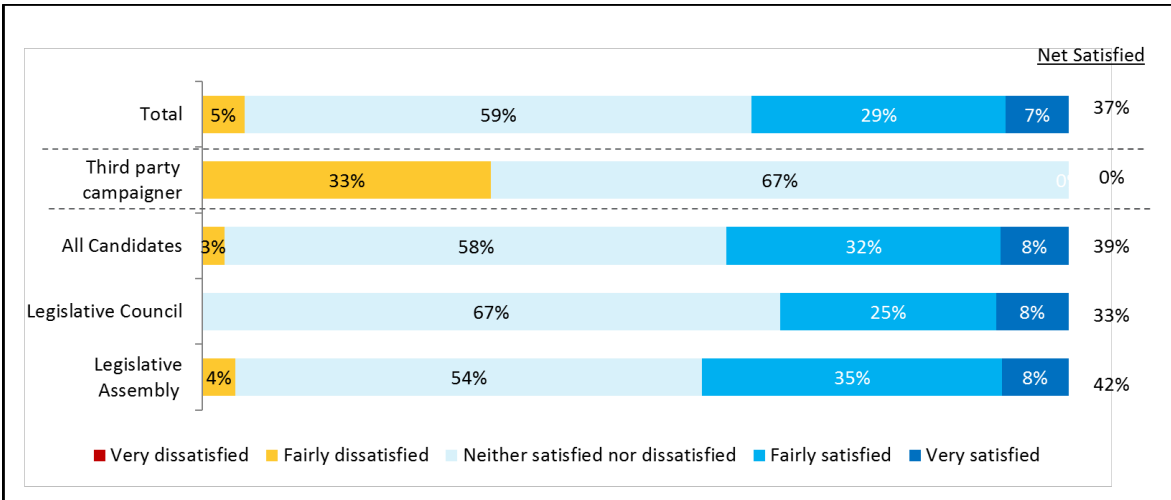
Table 7.20: Viewed candidate information presentation by demographics

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	34%	0%	37%	25%	42%	40%	18%	45%	26%
No	51%	100%	47%	67%	38%	43%	73%	36%	59%
Don't know / Can't recall	15%	0%	16%	8%	19%	17%	9%	18%	15%
Base n=	41	3*	38	12*	26*	30	11*	11*	27*

Base: Asked those aware of presentations on website  
 Q22. Did you view a candidate information presentation?

Of those who had viewed a candidate information presentation around one in three (37%) were satisfied with the presentation, and over half (59%) were neutral in their opinion towards them.

Figure 7.19: Satisfaction with the candidate information presentations



Base: Asked those viewed presentations on website (Total n=41, Third party campaigner n=3\*, All Candidates n=38, Legislative Council candidates n=12\*, Legislative Assembly candidates n=26\*)  
 Q23. How satisfied or dissatisfied were you were you with the candidate information presentation(s)?



Table 7.21: Satisfaction with the candidate information presentations

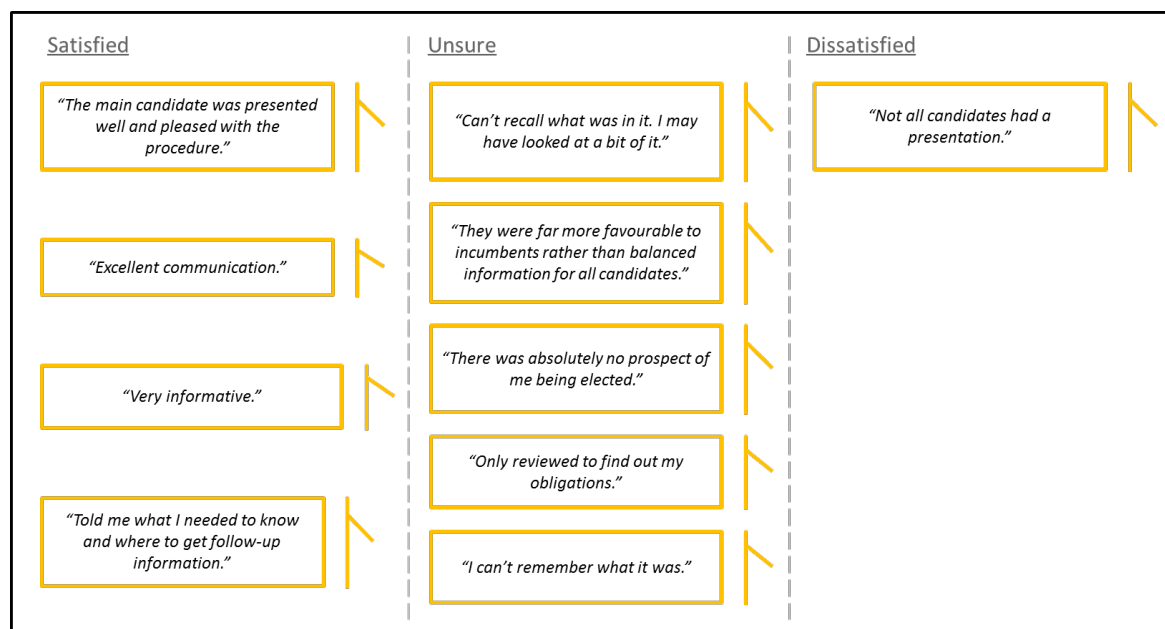
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%
Fairly dissatisfied	5%	33%	3%	0%	4%	3%	9%	9%	0%
Neither	59%	67%	58%	67%	54%	60%	55%	36%	67%
Fairly satisfied	29%	0%	32%	25%	35%	27%	36%	55%	22%
Very satisfied	7%	0%	8%	8%	8%	10%	0%	0%	11%
Base n=	41	3*	38	12*	26*	30	11*	11*	27*

Base: Asked those viewed presentations on website

Q23. How satisfied or dissatisfied were you with the candidate information presentation(s)?

Below are the reasons given for associated levels of satisfaction or dissatisfaction with the candidate information presentations.

Figure 7.20: Reasons for satisfaction levels with the candidate information presentations



Asked those viewed presentations on website (Total n=41, Satisfied n=15\*, Unsure n=24\*, Dissatisfied n=2\*)

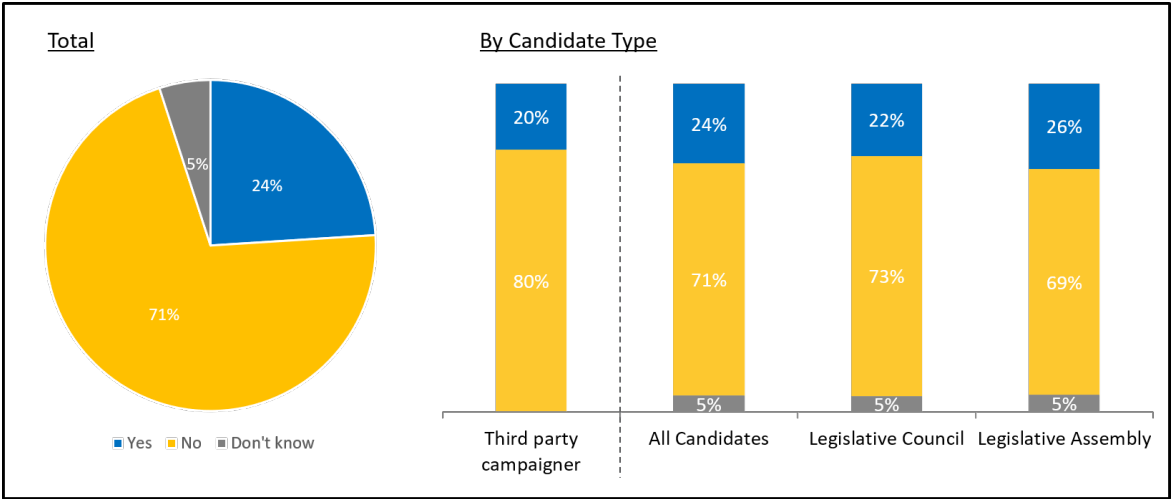
Q24. Why is that?

7.2.6 Candidates help desk and funding and disclosure client services

Called candidates help desk

24% of candidates called the help desk about nominating or registering electoral material.

Figure 7.21: Called the candidates help desk



Base: Asked of all (Total n=104; Third party n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q25. Did you call the Candidates Help Desk (1300 088 942) about nominating or registering electoral material?

Table 7.22: Called the candidates help desk about nominating or registering electoral material

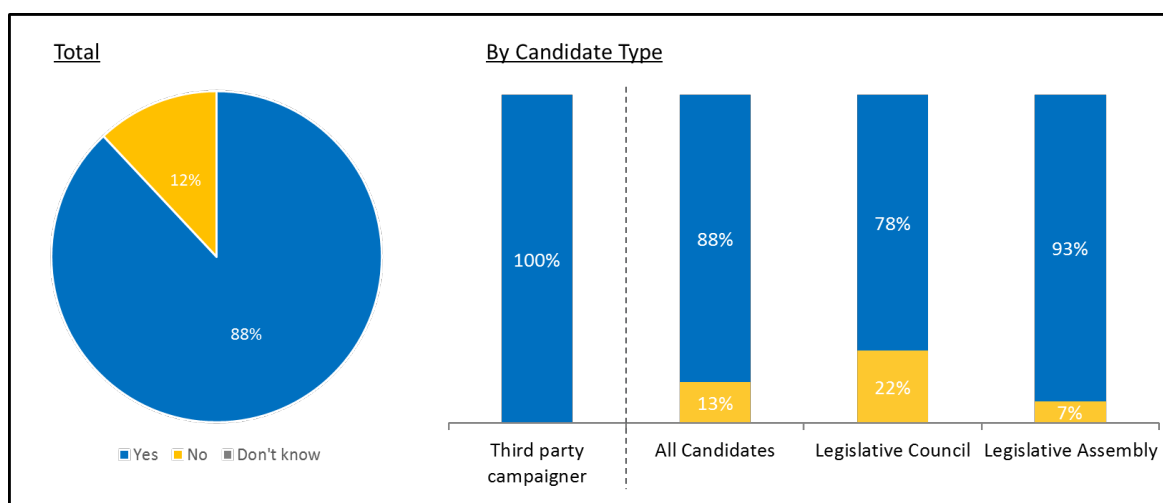
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	24%	20%	24%	22%	26%	29%	17%	18%	29%
No	71%	80%	71%	73%	69%	65%	81%	77%	68%
Don't know / Can't recall	5%	0%	5%	5%	5%	6%	3%	5%	4%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all  
Q25. Did you call the Candidates Help Desk (1300 088 942) about nominating or registering electoral material?

## Received information required from candidates help desk

Amongst those who called the candidates help desk, the vast majority (88%) received the information they required.

Figure 7.22: Received the information required



Base: Asked those who called candidates help desk (Total n=25\*, Third party n=1\*, All candidates n=24\*, Legislative Council n=9\*, Legislative Assembly n=15\*)

Q26. Did you get the information you required?

Table 7.23: Received the information required

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	88%	100%	88%	78%	93%	89%	83%	75%	94%
No	12%	0%	13%	22%	7%	11%	17%	25%	6%
Don't know / Can't recall	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base n=	25*	1*	24*	9*	15*	19*	6*	8*	16*

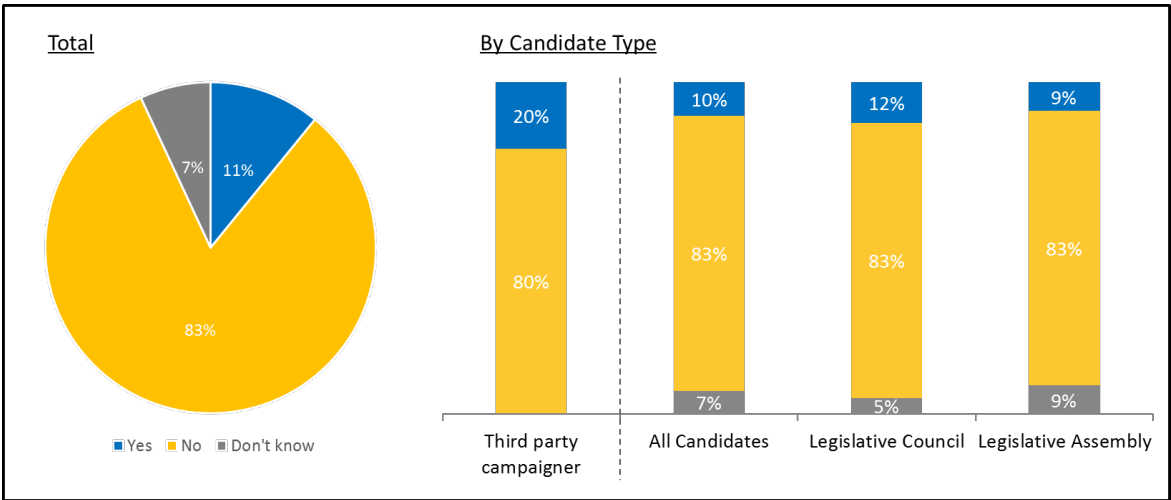
Base: Asked those who called the candidates help desk

Q26. Did you get the information you required?

Used funding and disclosure client services

Only one in ten (11%) respondents had contacted the funding and disclosure client services phone line about registering as a candidate.

Figure 7.23: Called the funding and disclosure client services phone line



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q27. Did you call the Funding and Disclosure Client Services phone line (1300 022 011) about registering as a candidate?

Table 7.24: Called the funding and disclosure client services phone line

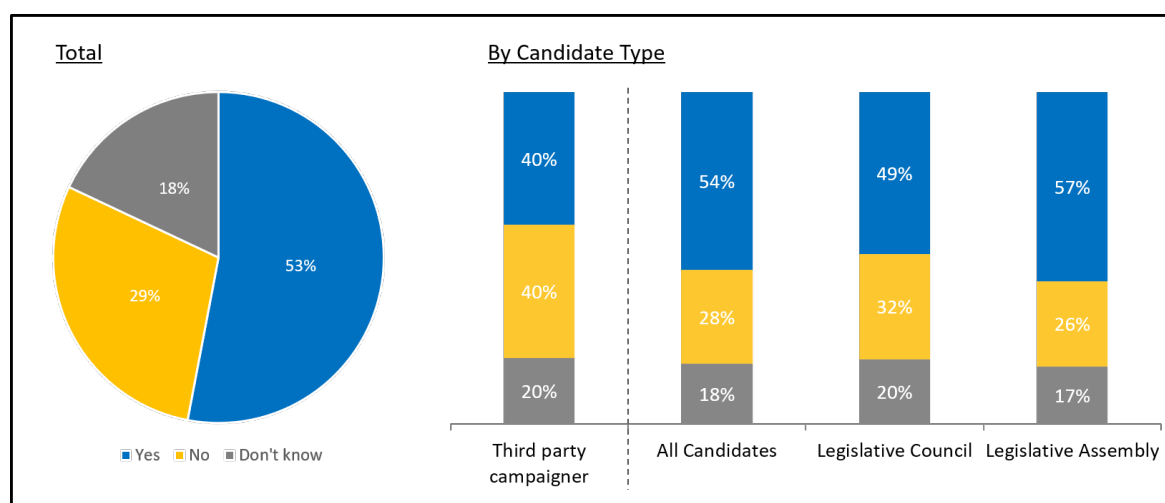
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	11%	20%	10%	12%	9%	15%	3%	11%	11%
No	83%	80%	83%	83%	83%	77%	92%	82%	82%
Don't know / Can't recall	7%	0%	7%	5%	9%	8%	6%	7%	7%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all  
Q27. Did you call the Funding and Disclosure Client Services phone line (1300 022 011) about registering as a candidate?

## Provided enough information about electoral funding and disclosure responsibilities

Just over half (53%) of the candidates surveyed felt that the NSW Electoral Commission provided enough information about their electoral funding and disclosure responsibilities.

Figure 7.24: Enough information about electoral funding and disclosure responsibilities



Base: Asked of all (Total n=104; Third party campaigner n=5\*, All candidates n=99, Legislative Council n=41, Legislative Assembly n=58)  
Q29. Electoral funding and disclosure legislation changed on 1 July 2018. Leaving aside your views of the changes, do you think the NSW Electoral Commission provided enough information about your electoral funding and disclosure responsibilities?

Table 7.25: Enough information about electoral funding and disclosure responsibilities

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	53%	40%	54%	49%	57%	53%	53%	45%	61%
No	29%	40%	28%	32%	26%	26%	33%	34%	21%
Don't know / Can't recall	18%	20%	18%	20%	17%	21%	14%	20%	18%
Base n=	104	5*	99	41	58	66	36	44	56

Base: Asked of all  
Q29. Do you think the NSW Electoral Commission provided enough information about your electoral funding and disclosure responsibilities?

Below are the reasons provided as to whether there was enough information was provided.

Figure 7.25: Reasons why was / wasn't enough information

Yes	No
"Regulations are arduous and keeping records is very important but 3rd Party Organisation are not required to follow the same rules."	"Information needs to go to Candidates and local campaign managers as well as party HOs."
"Provides enough information and has staff available to sort out any issues that arises from any misinterpretations or misunderstandings."	"I don't have an issue with funding as it is done through my party, but I do not recall seeing much information from NSWEC in relation to funding."
"I wasn't left pondering about anything, it was clearly explained."	"The staff did not have sufficient knowledge to be able to provide guidance on the legislation in detail. The advice was always to obtain legal advice on even the most basic question."
"Upon registering, information was sent out that described clearly the obligations."	"The information provided was vague and it was difficult to understand. Everyone I spoke to had a different understanding of the rules."
"I was assisted by the party but I felt reassured that everything I needed to know myself was available online or via a helpline."	"It was unclear that new party funds could be used for campaigning during the electoral period."
"I knew where to check the rules if I needed to."	

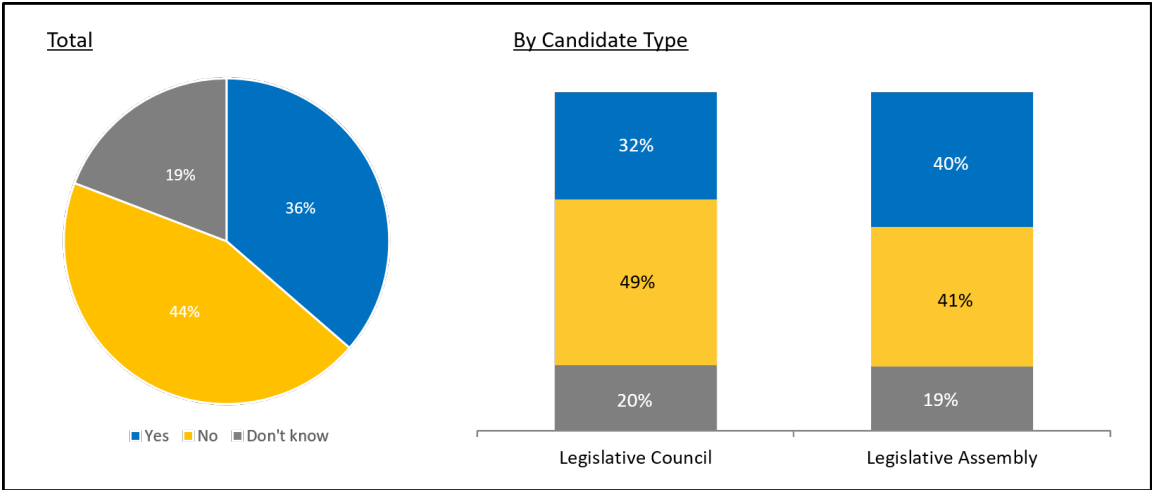
Base: Total (Satisfied n=15\*, unsure n=24\*, dissatisfied n=2\*)  
Q30. Why is that?

### 7.2.7 Online nomination system

#### Used online nominations system

Over two in five (44%) candidates surveyed did not use the online nominations system. Those who were nominated for the Legislative Assembly were slightly more likely to have used the system than those who were nominated for the Legislative Council (40% vs 32%).

Figure 7.26: Usage of the online nominations system



Base: Asked those who are candidates (Candidate n=99, Legislative Council n=41, Legislative Assembly n=58)  
Q14. Did you use the online nominations system?

Table 7.26: Usage of online nominations system

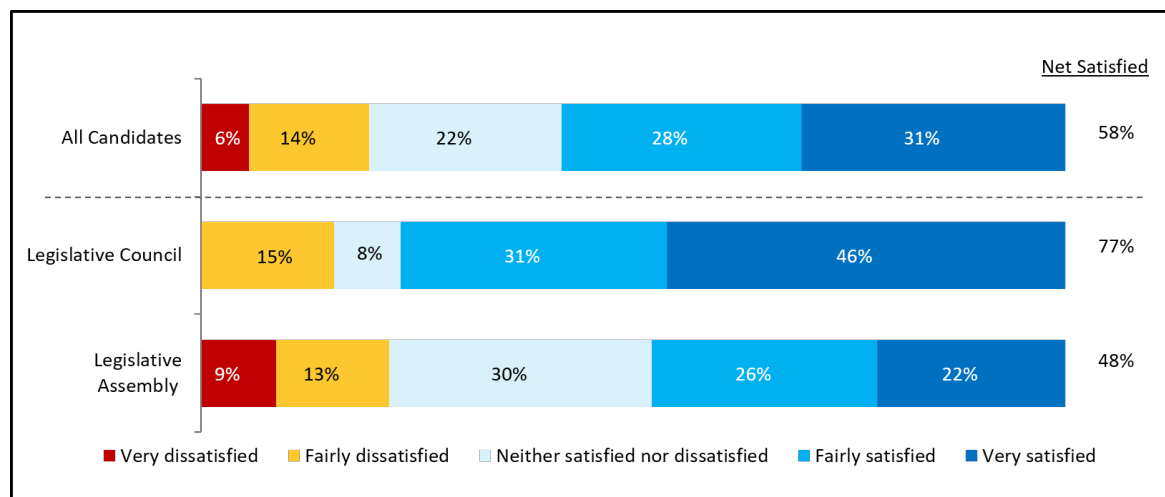
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	36%		36%	32%	40%	35%	41%	26%	43%
No	44%		44%	49%	41%	46%	38%	53%	38%
Don't know / Can't recall	19%		19%	20%	19%	19%	21%	21%	19%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked those who are candidates  
Q14. Did you use the online nominations system?

## Satisfaction with online nominations system

Amongst those who had used the online nominations system, candidates who were nominated for the Legislative Council were most satisfied with its ease of use (77%). Ease of use of the system could be improved for over one in five (22%) of the candidates nominated for the Legislative Assembly, who were dissatisfied to some degree.

Figure 7.27: Satisfaction with the ease of using the online nominations system



Base: Asked those who used the online nominations system (Candidate n=36, Legislative Council n=13\*, Legislative Assembly n=23\*)  
Q15. How satisfied or dissatisfied were you were you with the ease of using the online nominations system?

Table 7.27: Satisfaction with the ease of using the online nominations system

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	6%		6%	0%	9%	9%	0%	18%	0%
Fairly dissatisfied	14%		14%	15%	13%	14%	14%	9%	17%
Neither	22%		22%	8%	30%	27%	14%	27%	17%
Fairly satisfied	28%		28%	31%	26%	18%	43%	36%	26%
Very satisfied	31%		31%	46%	22%	32%	29%	9%	39%
Base n=	36	0	36	13*	23*	22*	14*	11*	23*

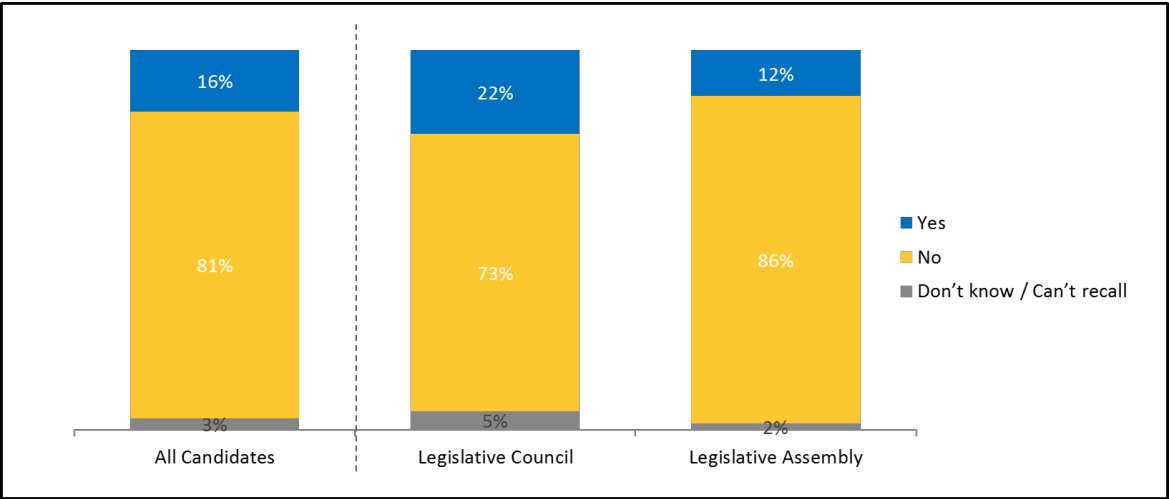
Base: Asked those who used the online nominations system  
Q15. How satisfied or dissatisfied were you were you with the ease of using the online nominations system?

7.2.8 List of electors

Requested a copy of list of electors

The majority of candidates (81%) had not requested a copy of the list of electors.

Figure 7.28: Requested a copy of list of electors



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q31. Did you request a copy of the list of electors?

Table 7.28: Requested a copy of list of electors

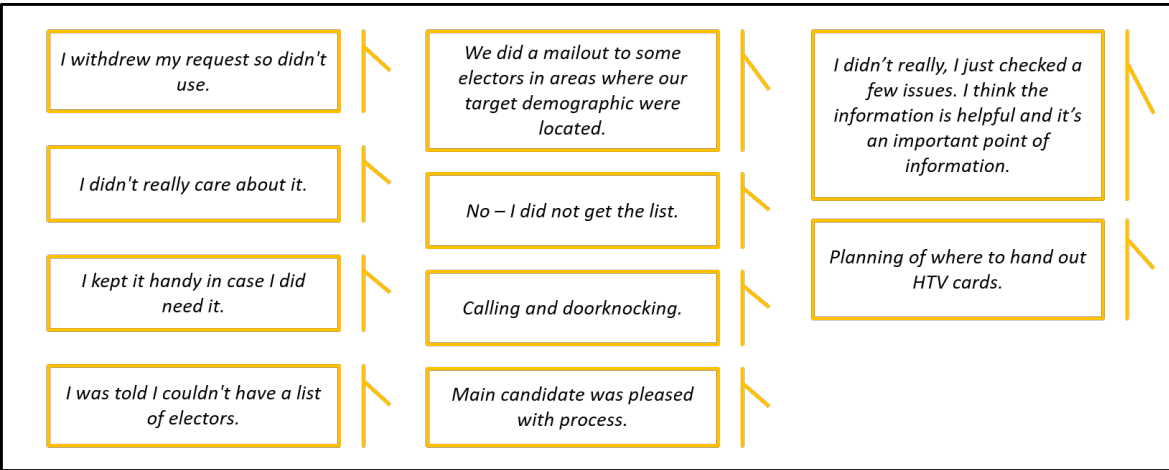
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	16%		16%	22%	12%	19%	12%	14%	17%
No	81%		81%	73%	86%	78%	85%	81%	81%
Don't know / Can't recall	3%		3%	5%	2%	3%	3%	5%	2%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates  
Q31. Did you request a copy of the list of electors?

How used list of electors

Among those who did request a list of electors, the way in which they used this information is detailed below.

Figure 7.29: Ways list of electors used



Base: Asked those who requested list of electors (Total n=15\*)  
Q32. How did you use this information?

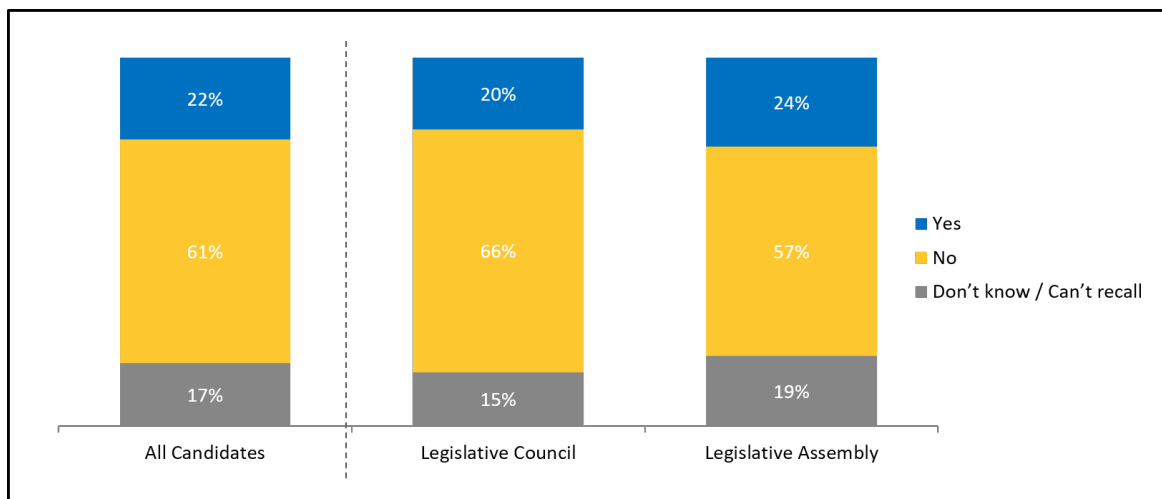


## 7.2.9 Online registration system

### Use of online registration system to access How to Vote materials

Just over one in five (22%) candidates used the online registration system to access How to Vote materials.

Figure 7.30: Use of online registration system to access How to Vote materials



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q33. Did you use the NSW Electoral Commission's online registration system to access How to Vote materials?

Table 7.29: Use of online registration system

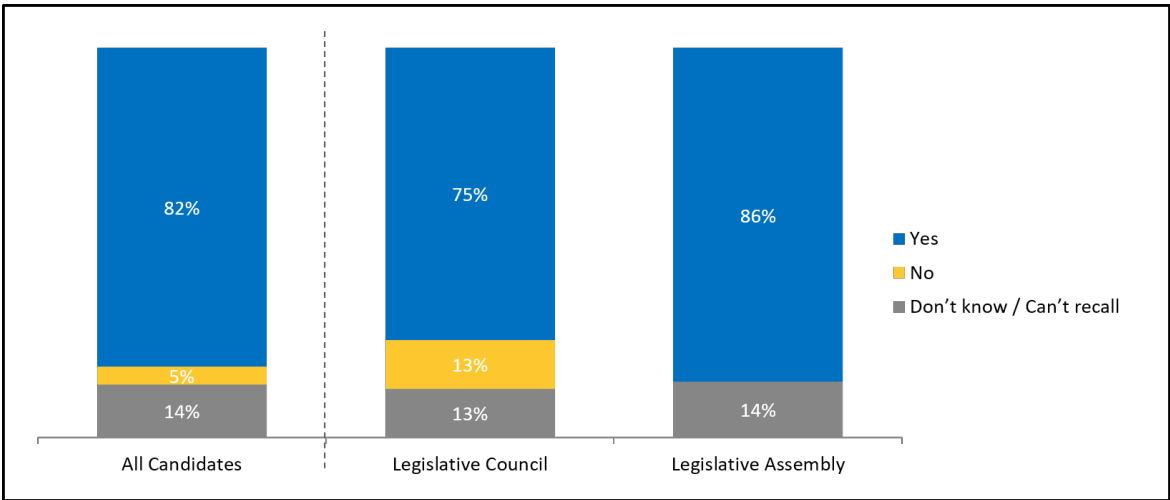
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	22%		22%	20%	24%	29%	12%	30%	17%
No	61%		61%	66%	57%	59%	65%	51%	68%
Don't know / Can't recall	17%		17%	15%	19%	13%	24%	19%	15%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates  
Q33. Did you use the NSW Electoral Commission's online registration system to access How to Vote materials?

Ease of use of online registration system to access How to Vote materials

Amongst those candidates who used the online system for How to Vote materials, the vast majority (82%) of candidates found it easy to use.

Figure 7.31: Ease of using the online system



Base: Asked of candidates who used the online system for How to Vote materials (Candidates n=22\*, Legislative council n=8\*, Legislative assembly n=14\*) Q34. Was it easy to use?

Table 7.30: Ease of using online registration system

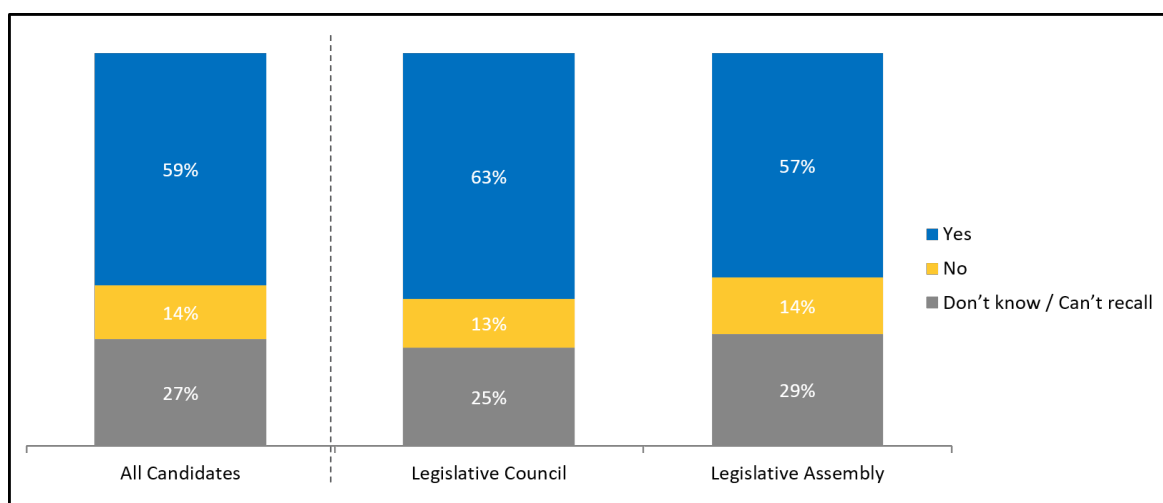
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	82%		82%	75%	86%	83%	75%	69%	100%
No	5%		5%	13%	0%	6%	0%	8%	0%
Don't know / Can't recall	14%		14%	13%	14%	11%	25%	23%	0%
Base n=	22*	0	22*	8*	14*	18*	4*	13*	9*

Base: Asked of candidates who used the online system for How to Vote materials Q34. Was it easy to use?

## Convenience of online registration system to access How to Vote materials

Over half (59%) of respondents who had used the online system for How to Vote materials also found it to be convenient to use.

Figure 7.32: Convenience of using the online system



Base: Asked of candidates who used the online system for How to Vote materials (Candidates n=22\*, Legislative council n=8\*, Legislative assembly n=14\*)  
Q35. Was it convenient?

Table 7.31: Convenience of using online registration system by demographics

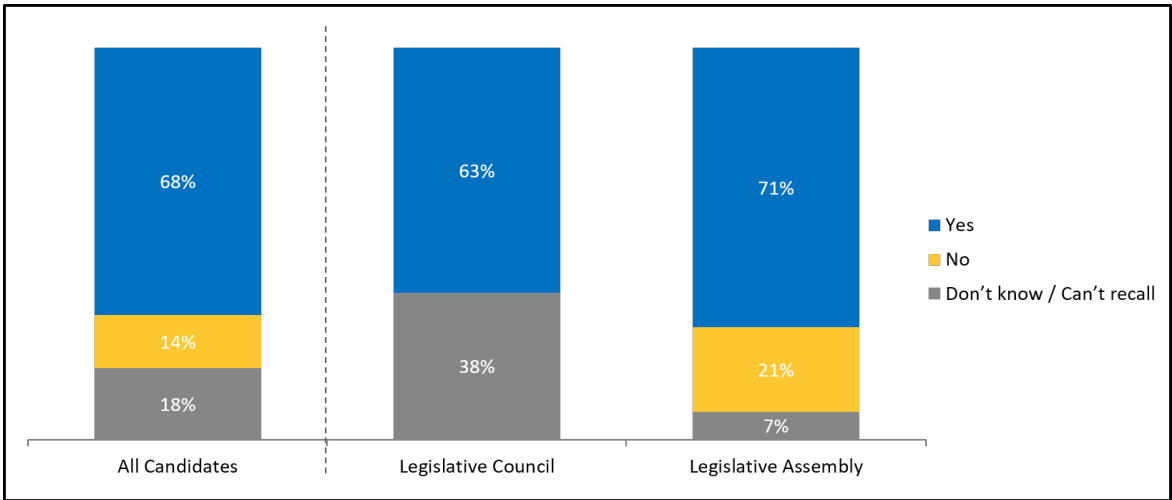
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	59%		59%	63%	57%	56%	75%	38%	89%
No	14%		14%	13%	14%	17%	0%	23%	0%
Don't know / Can't recall	27%		27%	25%	29%	28%	25%	38%	11%
Base n=	22*	0	22*	8*	14*	18*	4*	13*	9*

Base: Asked of candidates who used the online system for How to Vote materials  
Q35. Was it convenient?

Turnaround time of online registration system to access How to Vote materials

The turnaround time was considered acceptable by over two-thirds (68%) of candidates who had used the online system for How to Vote materials.

Figure 7.33: Acceptable turnaround time



Base: Asked of candidates who used the online system for How to Vote materials (Candidates n=22\*, Legislative council n=8\*, Legislative assembly n=14\*)  
Q36. Was the turnaround time acceptable?

Table 7.32: Acceptable turnaround time

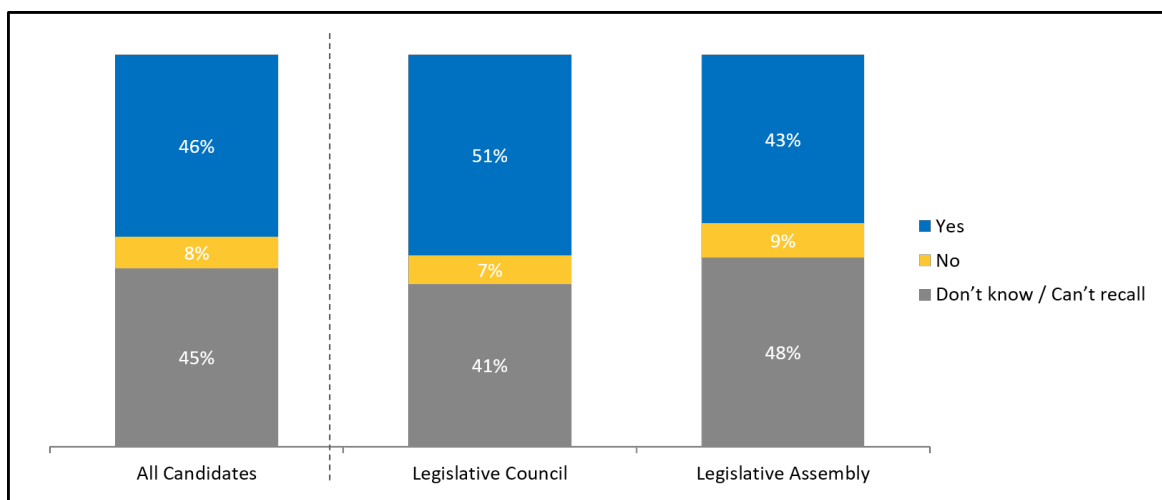
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	68%		68%	63%	71%	67%	75%	54%	89%
No	14%		14%	0%	21%	17%	0%	15%	11%
Don't know / Can't recall	18%		18%	38%	7%	17%	25%	31%	0%
Base n=	22*	0	22*	8*	14*	18*	4*	13*	9*

Base: Asked of candidates who used the online system for How to Vote materials  
Q36. Was the turnaround time acceptable?

### 7.2.10 Candidate registration target

Just under half (46%) of candidates believed the NSW Electoral Commission had met its target of registering candidates within (usually) 24 hours.

Figure 7.34: Meeting target of registering candidates within 24 hours



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q37. The NSW Electoral Commission set a target of registering candidates within (usually) 24 hours. Do you think the NSW Electoral Commission met this target?

Table 7.33: Meeting target of registering candidates within 24 hours

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	46%		46%	51%	43%	48%	47%	47%	47%
No	8%		8%	7%	9%	11%	3%	7%	9%
Don't know / Can't recall	45%		45%	41%	48%	41%	50%	47%	43%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates

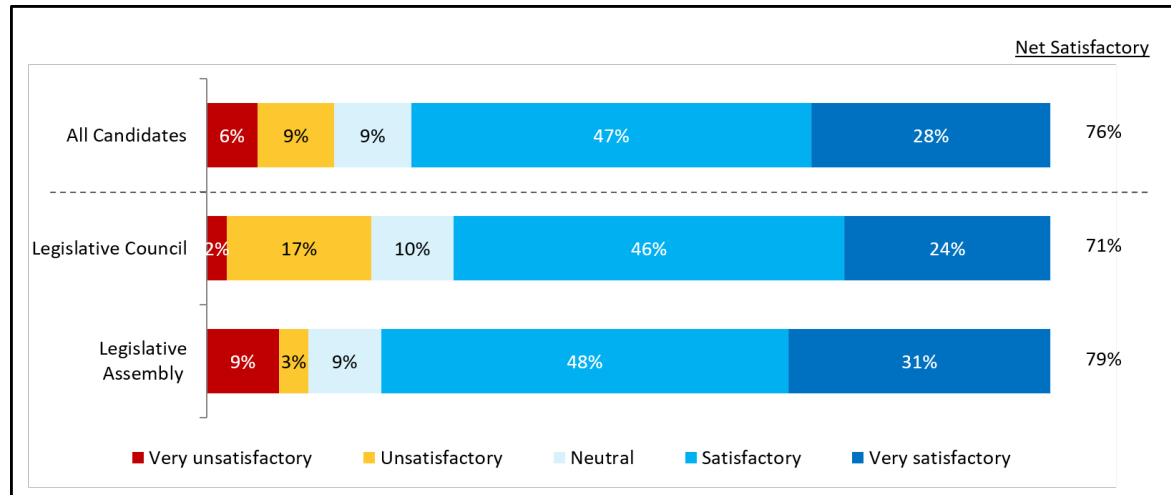
Q37. The NSW Electoral Commission set a target of registering candidates within (usually) 24 hours. Do you think the NSW Electoral Commission met this target?

## 7.2.11 Results and votes counting system

### Satisfaction with provision of results

Over a quarter (28%) of candidates were Very satisfied with the provision of election results. The candidates nominated for the Legislative Council were slightly less positive, with 19% finding the provision of results unsatisfactory to some degree, compared with 12% of those nominated for the Legislative Assembly.

Figure 7.35: Satisfaction with NSW Electoral Commission's provision of the results



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q38. Overall, how did you find the NSW Electoral Commission's provision of the results of the elections?

Table 7.34: Satisfaction with provision of the results

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very unsatisfactory	6%		6%	2%	9%	8%	3%	5%	8%
Unsatisfactory	9%		9%	17%	3%	10%	9%	9%	8%
Neutral	9%		9%	10%	9%	5%	15%	9%	6%
Satisfactory	47%		47%	46%	48%	43%	56%	53%	45%
Very satisfactory	28%		28%	24%	31%	35%	18%	23%	34%
Base n=	99	0	99	41	58	63	34	43	53

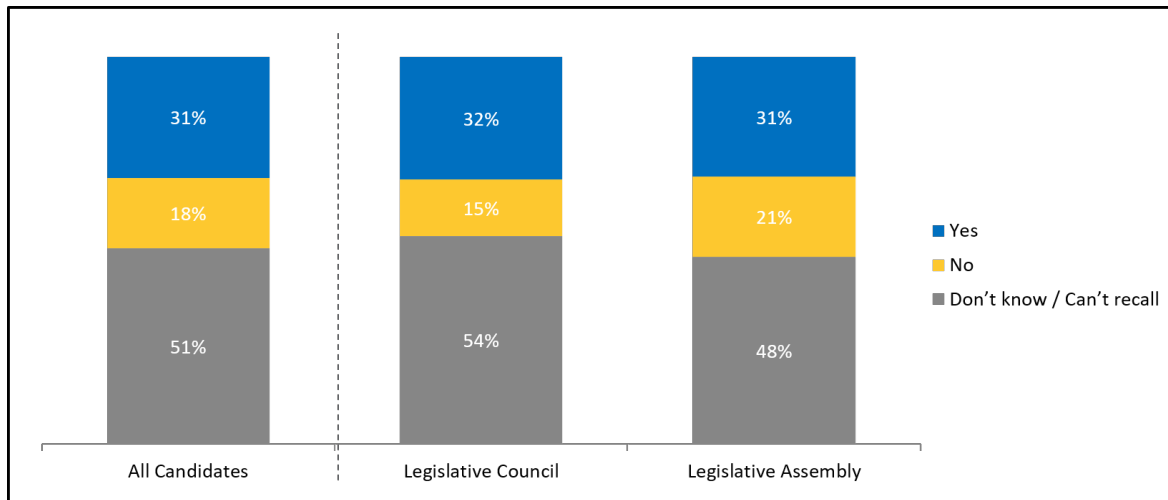
Base: Asked of candidates

Q38. Overall, how did you find the NSW Electoral Commission's provision of the results of the elections?

## Counting votes system

While almost a third of candidates (31%) felt that counting ballot papers electronically was a better system than manual counting, around half (51%) of candidates were still unsure.

Figure 7.36: Perception on counting votes system



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)

Q39. Legislative Assembly Ballot Papers were not manually counted in the Election Manager's office. The votes were data entered in to an electronic system. Did you think this was a better system?

Table 7.35: Perception on counting votes system

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	31%		31%	32%	31%	33%	26%	30%	34%
No	18%		18%	15%	21%	21%	12%	23%	11%
Don't know / Can't recall	51%		51%	54%	48%	46%	62%	47%	55%
Base n=	99	0	99	41	58	63	34	43	53

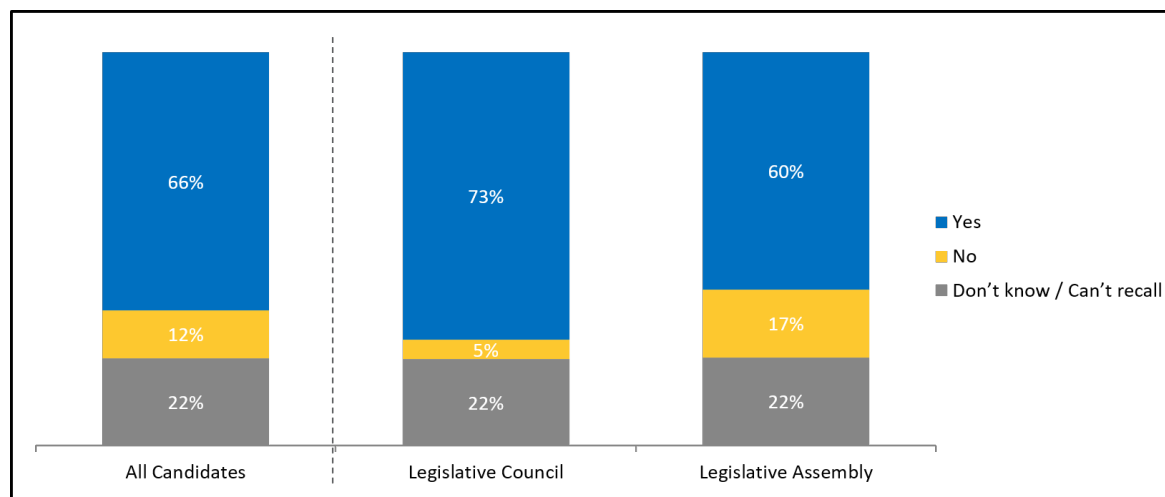
Base: Asked of candidates

Q39. Legislative Assembly Ballot Papers were not manually counted in the Election Manager's office. The votes were data entered in to an electronic system. Did you think this was a better system?

## Information on how vote would be conducted

Two-thirds (66%) of candidates were happy with the information provided on how the count would be conducted. Within the two candidate groups, almost three quarters (73%) of the Legislative Council candidates were happy with the information compared to 60% of the Legislative Assembly candidates.

Figure 7.37: Happy with information provided on how the count would be conducted



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q40. Were you happy with the information provided on how the count would be conducted?

Table 7.36: Happy with information provided on how the count would be conducted

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	66%		66%	73%	60%	62%	74%	72%	64%
No	12%		12%	5%	17%	16%	6%	7%	15%
Don't know / Can't recall	22%		22%	22%	22%	22%	21%	21%	21%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates  
Q40. Were you happy with the information provided on how the count would be conducted?

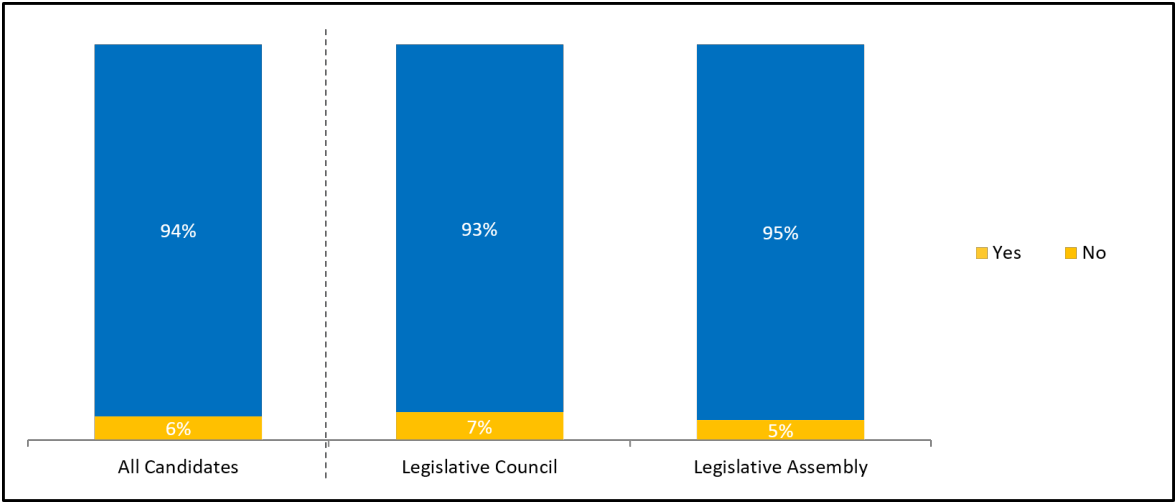


7.2.12 NSW Electoral Commission website

Usage of website to access results

Nearly all candidates (94%) used the NSW Electoral Commission website to access results.

Figure 7.38: Used website to access election results



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q41. Did you use the NSW Electoral Commission's website to access election results?

Table 7.37: Used website to access election results

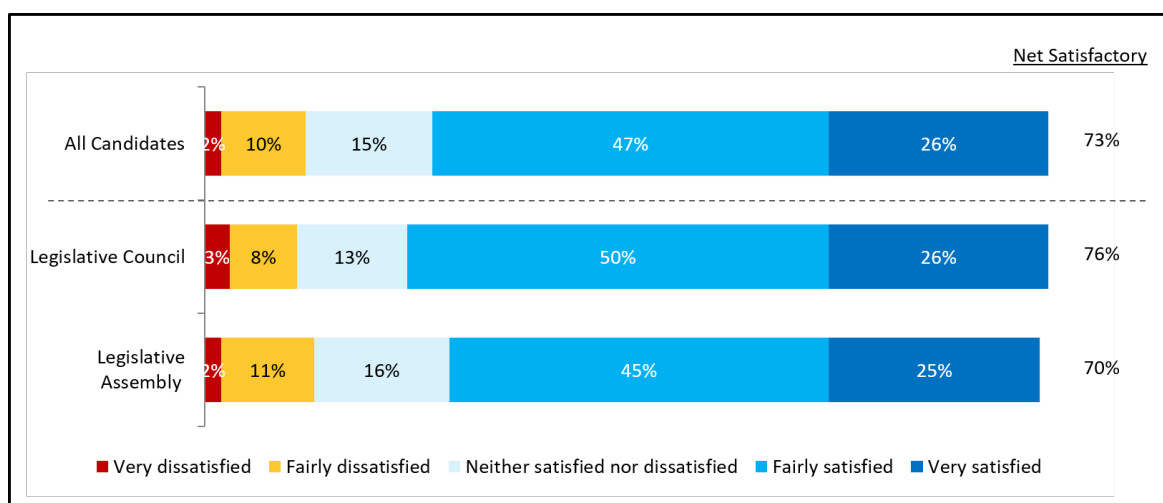
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	94%		94%	93%	95%	95%	91%	93%	94%
No	6%		6%	7%	5%	5%	9%	7%	6%
Don't know / Can't recall	0%		0%	0%	0%	0%	0%	0%	0%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates  
Q41. Did you use the NSW Electoral Commission's website to access election results?

## Satisfaction with ease of understanding results information

73% of those who used the website to access election results were satisfied with the ease of understanding of the results information.

Figure 7.39: Satisfaction with aspects of results information on website - Ease of understanding



Base: Asked of candidates who used site to access results: Candidates n=93, Legislative council n=41, Legislative assembly n=58  
Q42. How satisfied were you with the results information on the NSW Electoral Commission website in terms of each of the following?

Table 7.38: Satisfaction with aspects of results information on website - Ease of understanding

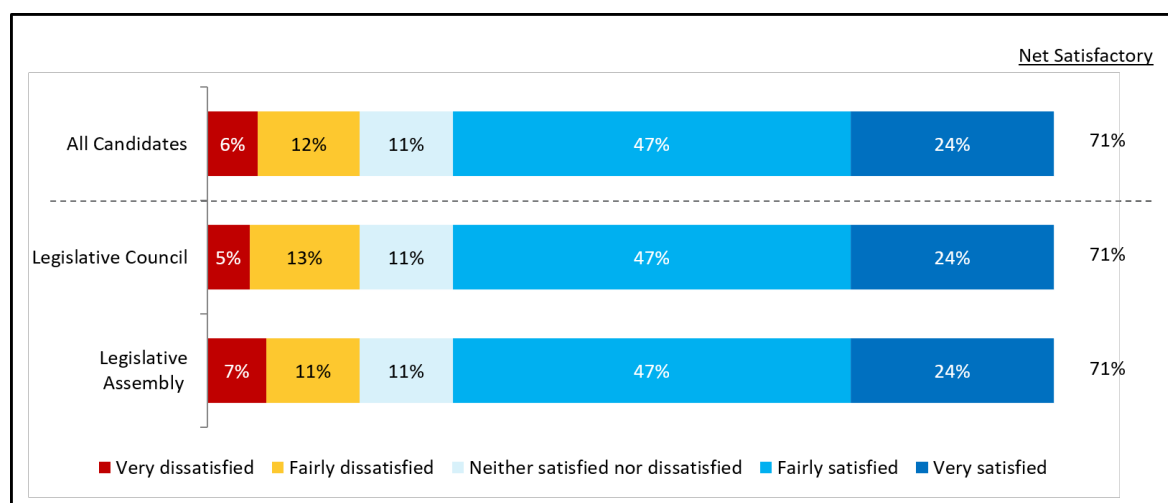
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	2%		2%	3%	2%	3%	0%	0%	4%
Fairly dissatisfied	10%		10%	8%	11%	8%	13%	8%	10%
Neither	15%		15%	13%	16%	12%	19%	10%	18%
Fairly satisfied	47%		47%	50%	45%	45%	52%	60%	38%
Very satisfied	26%		26%	26%	25%	32%	16%	23%	30%
Base n=	93	0	93	38	55	60	31	40	50

Base: Asked of candidates who used site to access results  
Q42. How satisfied were you with the results information on the NSW Electoral Commission website in terms of each of the following?

## Satisfaction with presentation of results information

71% of those who used the website to access election results were satisfied with the presentation of the results information.

Figure 7.40: Satisfaction with aspects of results information on website - Presentation



Base: Asked of candidates who used site to access results: Candidates n=93, Legislative council n=41, Legislative assembly n=58  
Q42. How satisfied were you with the results information on the NSW Electoral Commission website in terms of each of the following?

Table 7.39: Satisfaction with aspects of results information on website – Presentations

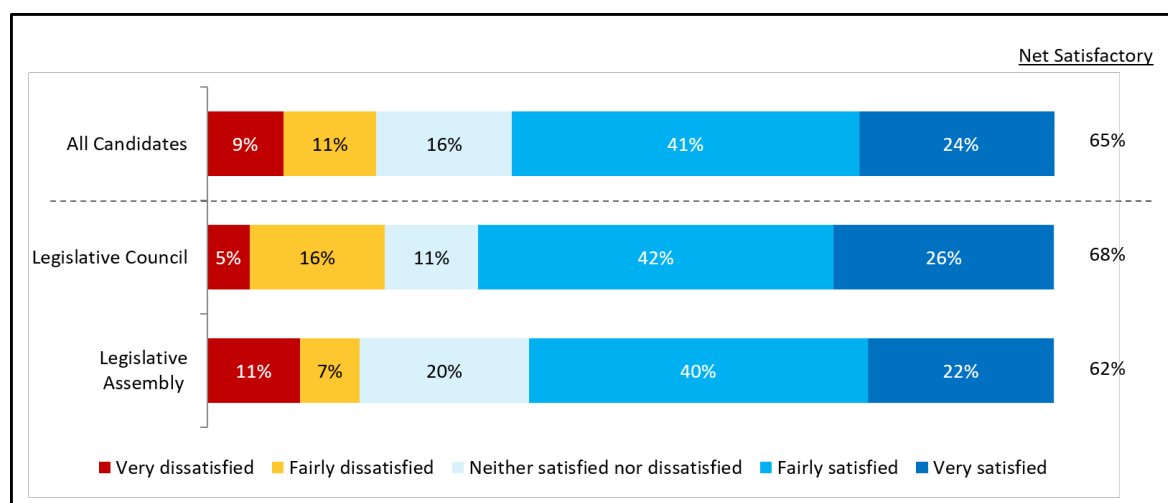
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	6%		6%	5%	7%	5%	10%	5%	8%
Fairly dissatisfied	12%		12%	13%	11%	12%	13%	15%	8%
Neither	11%		11%	11%	11%	12%	6%	10%	10%
Fairly satisfied	47%		47%	47%	47%	40%	61%	48%	48%
Very satisfied	24%		24%	24%	24%	32%	10%	23%	26%
Base n=	93	0	93	38	55	60	31	40	50

Base: Asked of candidates who used site to access results  
Q42. How satisfied were you with the results information on the NSW Electoral Commission website in terms of each of the following?

## Satisfaction with timeliness of results information

65% of those who used the website to access election results were satisfied with the timeliness of the results information.

Figure 7.41: Satisfaction with aspects of results information on website - Timeliness



Base: Asked of candidates who used site to access results: Candidates n=93, Legislative council n=41, Legislative assembly n=58  
Q42. How satisfied were you with the results information on the NSW Electoral Commission website in terms of each of the following?

Table 7.40: Satisfaction with aspects of results information on website – Timeliness

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Very dissatisfied	9%		9%	5%	11%	12%	3%	8%	10%
Fairly dissatisfied	11%		11%	16%	7%	12%	10%	18%	6%
Neither	16%		16%	11%	20%	15%	16%	10%	18%
Fairly satisfied	41%		41%	42%	40%	37%	48%	40%	42%
Very satisfied	24%		24%	26%	22%	25%	23%	25%	24%
Base n=	93	0	93	38	55	60	31	40	50

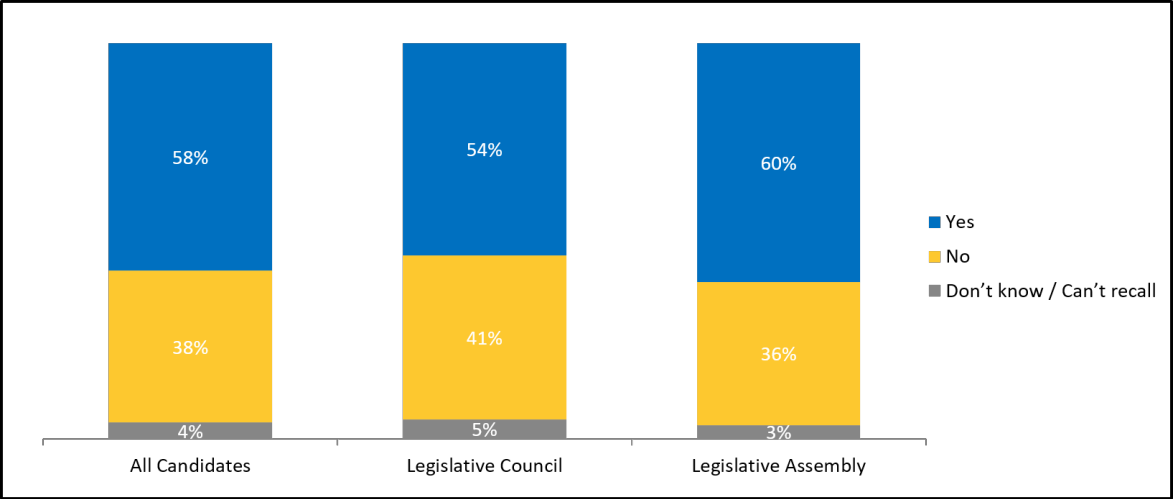
Base: Asked of candidates who used site to access results  
Q42. How satisfied were you with the results information on the NSW Electoral Commission website in terms of each of the following?

7.2.13 Registers of candidates, groups, third-party campaigners

Aware registers available on website

Over half of candidates (58%) had viewed the registers that the NSW Electoral Commission publishes of candidates, groups, third-party campaigners on the website.

Figure 7.42: View registers of candidates, groups, third-party campaigners on the website



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q46. The NSW Electoral Commission publishes registers of candidates, groups, third-party campaigners on the website. Did you view these registers?

Table 7.41: View registers of candidates, groups, third-party campaigners on the website

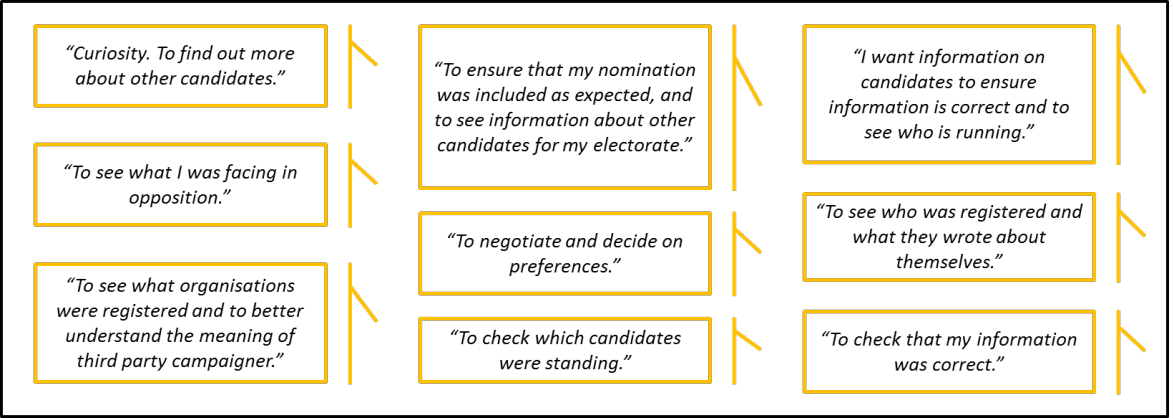
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	58%		58%	54%	60%	57%	59%	51%	62%
No	38%		38%	41%	36%	38%	38%	44%	34%
Don't know / Can't recall	4%		4%	5%	3%	5%	3%	5%	4%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates  
Q46. The NSW Electoral Commission publishes registers of candidates, groups, third-party campaigners on the website. Did you view these registers?

Reasons for viewing registers

Below are the reasons given by candidates as to why their viewed the registers on the website.

Figure 7.43: Reasons for viewing registers of candidates, groups, third-party campaigners

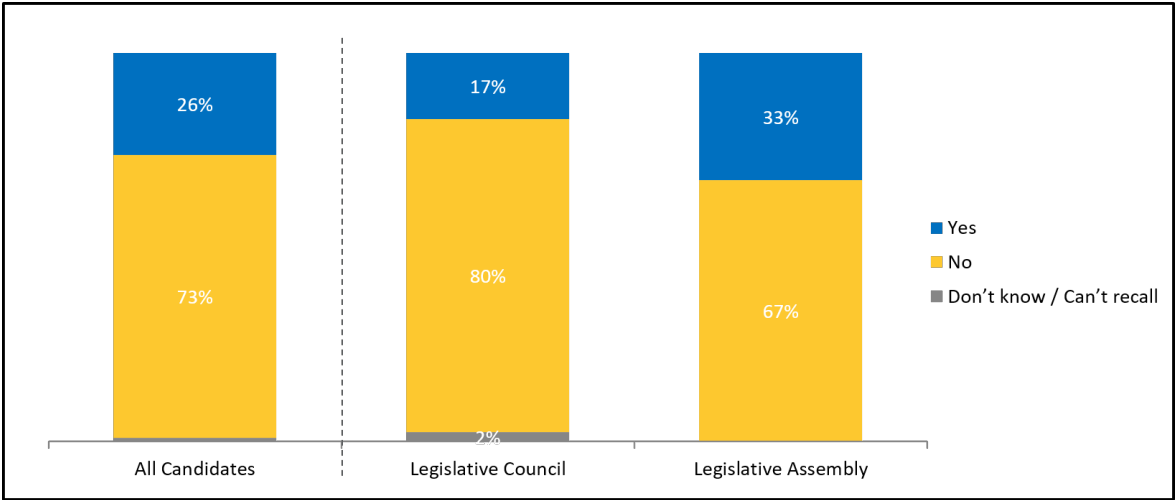


Base: Asked those who viewed registers of candidates, groups, third party campaigners on the website (Total n=57)  
Q47. Why did you view these registers?

Political donation information

Most candidates (73%) had not viewed the information published about the political donations received in the lead up to the election.

Figure 7.44: Viewed information published on the website about the political donations received



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q48. Did you view the information published on the NSW Electoral Commission website about the political donations received in the lead up to the election?

Table 7.42: Viewed information published on the website about the political donations received

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	26%		26%	17%	33%	32%	15%	33%	23%
No	73%		73%	80%	67%	68%	82%	67%	75%
Don't know / Can't recall	1%		1%	2%	0%	0%	3%	0%	2%
Base n=	99	0	99	41	58	63	34	43	53

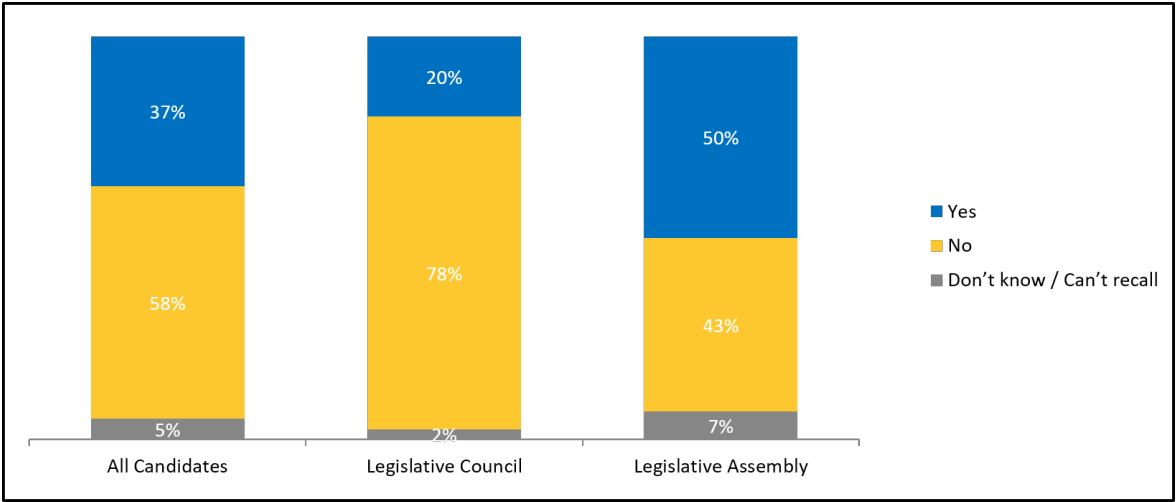
Base: Asked of candidates  
Q48. Did you view the information published on the NSW Electoral Commission website about the political donations received in the lead up to the election?

7.2.14 Two Candidate Preferred Tool

Usage of Two Candidate Preferred Tool

Approximately one in three (37%) of candidates used the Two Candidate Preferred Tool.

Figure 7.45: Use of the Two Candidate Preferred Tool



Base: Asked of candidates (All candidates n=99, Legislative Council candidates n=41, Legislative Assembly candidates n=58)  
Q43. Did you use the Two Candidate Preferred Tool on the NSW Electoral Commission's results webpage either in the lead up to the election or during the counting stage?

Table 7.43: Use of the Two Candidate Preferred Tool

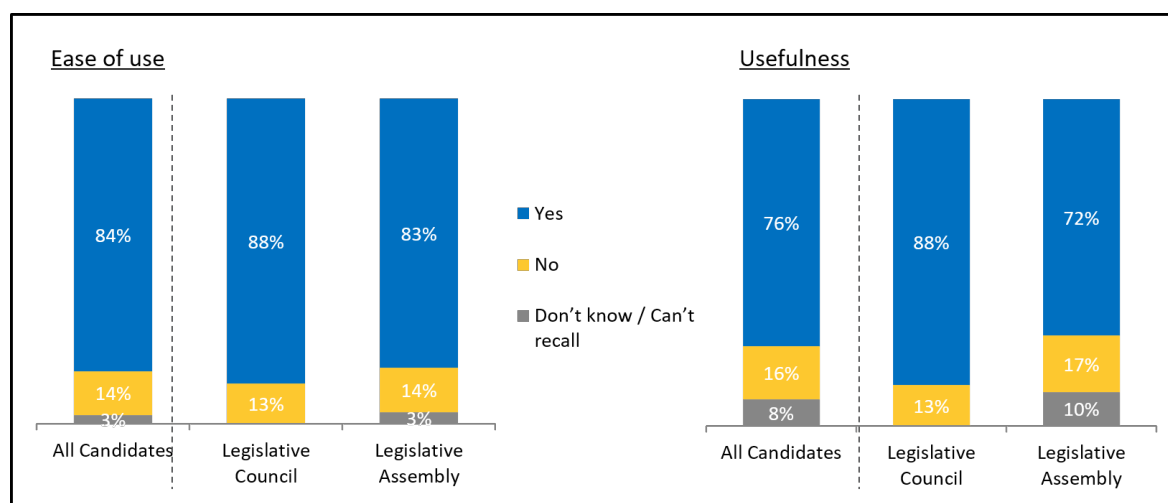
	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	37%	0%	37%	20%	50%	39%	36%	40%	36%
No	58%		58%	78%	43%	56%	62%	53%	62%
Don't know / Can't recall	5%		5%	2%	7%	5%	3%	7%	2%
Base n=	99	0	99	41	58	63	34	43	53

Base: Asked of candidates  
Q43. Did you use the Two Candidate Preferred Tool on the NSW Electoral Commission's results webpage either in the lead up to the election or during the counting stage?

## Ease of use and usefulness of Two Candidate Preferred Tool

The majority of candidates who used the Two Candidate Preferred Tool found it easy to use (84%) and a useful tool for analysis (76%).

Figure 7.46: Ease of use and usefulness of the Two Candidate Preferred Tool



Base: Asked of candidates who used Two Candidate Preferred Tool (Candidates n=37, Legislative council n=8\*, Legislative assembly n=29\*)  
Q44. Was it easy to use? Q45. Was it a useful tool for analysis?

Table 7.44: Ease of use of the Two Candidate Preferred Tool

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	84%		84%	88%	83%	84%	83%	88%	84%
No	14%		14%	13%	14%	12%	17%	6%	16%
Don't know / Can't recall	3%		3%	0%	3%	4%	0%	6%	0%
Base n=	37	0	37	8*	29*	25*	12*	17*	19*

Base: Asked of candidates who used Two Candidate Preferred Tool  
Q44. Was it easy to use?

Table 7.45: Usefulness of the Two Candidate Preferred Tool

	TOTAL	Third party campaigner	Candidate			Gender		Age	
			Total Candidate	Legislative Council	Legislative Assembly	Male	Female	21 to 54	55 plus
Yes	76%		76%	88%	72%	80%	67%	82%	74%
No	16%		16%	13%	17%	20%	8%	12%	16%
Don't know / Can't recall	8%		8%	0%	10%	0%	25%	6%	11%
Base n=	37	0	37	8*	29*	25*	12*	17*	19*

Base: Asked of candidates who used Two Candidate Preferred Tool  
Q45. Was it a useful tool for analysis?



