

New South Wales Electoral Commission Annual Report 2010/11



Contents



The Hon. Barry O'Farrell MP
Premier
Level 40 Governor Macquarie Tower
1 Farrer Place
SYDNEY NSW 2000
31 October 2011

Dear Premier

I have pleasure in submitting for your presentation to both Houses of Parliament, the 2010/11 Annual Report and Financial Statements of the New South Wales Electoral Commission (NSWEC) and the Office of the New South Wales Electoral Commission.

The activities of the NSWEC for the year ended 30 June 2011 are reviewed in this report. The report has been prepared in accordance with the requirements of the *Annual Report (Departments) Act 1985* and the *Public Finance and Audit Act 1983*.

Yours sincerely

Colin Barry
Electoral Commissioner

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ISSN 1835-3312 (Print)

ISSN 1835-3282 (Online)

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Key Result Areas

1 Conduct of Elections 2 Electoral Roll Management 3 Communication and Public Awareness 4 Organisational Development and Innovation

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About this Report

NSW Electoral Commission (NSWEC) Annual Report 2010/11

The content of this Annual Report is divided into those ongoing activities and elections separate from the 2011 NSW State Election, and activities arising from the 2011 NSW State Election. The former activities are assessed against the NSWEC's Corporate Plan 2008-2011 which sets out the outcomes the NSWEC seeks to achieve and the corresponding targets for performance measurement.

The Key Result Areas of the NSWEC's Corporate Plan provides the structure for the Annual Report. Within each of these four Key Result Areas, the conduct of the 2011 NSW State Election is singled out for reporting. Assessment of the NSWEC's performance in conducting the 2011 NSW State Election is assessed against the more specific targets developed under the NSWEC's *Service Commitments: NSW State Election 2011* standards.

2011 NSW State Election – the major focus of 2010/11

The major activity of the NSWEC during the reporting period was the conduct of the 2011 NSW State Election. Accordingly, much of the focus of this Annual Report is upon the NSW State Election held on 26 March 2011.

To increase the transparency and accountability of the NSWEC's conduct of the 2011 NSW State Election, the NSWEC introduced a service charter based upon the NSWEC's Corporate Plan, the *Service Commitments: NSW State Election 2011*. The reporting of our election performance is covered within each of the Corporate Plan's key result areas using targets in *Service Commitments: NSW State Election 2011*.

The relationship between the Key Result Areas of the Corporate Plan and the key performance areas of the *Service Commitments: NSW State Election 2011* is captured in the table below.

CORPORATE PLAN 2008-2011	NSW STATE ELECTION 2011: SERVICE COMMITMENTS
Key Result Areas	
Key Result Area ① Conduct of Elections	Election night vote counting, recounts, Court challenges, iVote
Key Result Area ② Electoral Roll Management	Maximising enrolment and participation
Key Result Area ③ Communication and Public Awareness	Communicating democratic rights and responsibilities
Key Result Area ④ Organisational Development and Innovation	Organisational capacity

This Annual Report, the *Service Commitments: NSW State Election 2011* and other NSWEC publications are available on our website www.elections.nsw.gov.au. Hard copies of this report and further information can be obtained by contacting the Performance Measurement Branch of NSWEC on (02) 9290 5999.

About the New South Wales Electoral Commission

The New South Wales Electoral Commission (NSWEC) is an independent statutory authority established under the *Parliamentary Electorates and Elections Act 1912*.

The NSW Electoral Commissioner is appointed by the Governor of NSW and the NSWEC is the administrative agency by which the Electoral Commissioner exercises statutory functions.

What we do:

- conduct elections and by-elections for the Parliament of NSW;
- conduct elections for those Local Government councils who request our services;
- conduct elections for registered clubs, statutory boards, the Aboriginal Land Council and state registered industrial organisations;
- prepare the NSW electoral roll in conjunction with the Australian Electoral Commission (AEC);
- provide administrative support to the Election Funding Authority (EFA);
- provide advice to the Premier on issues affecting the conduct of State elections and by-elections, including issues requiring legislative remedy;
- contribute to public understanding and awareness of elections and electoral matters; and
- report to the NSW Parliament on the NSWEC's activities.

How we operate:

Our office is divided into nine branches: Administration, Corporate Communications, Elections, Enrolment, Finance, Funding and Disclosure, Information Technology, Legal Services and Performance Measurement.

An organisational chart appears on page 83 and details of our executive management team appear on page 96.

Our vision

To administer an impartial and fair electoral system and ensure that opportunities for the community to participate in the NSW electoral system are based on principles of equity and access.

Our mission

To deliver high quality election services which are impartial, effective, efficient and in accordance with the law.

Our values

- **integrity** in the way that we approach our work;
- **impartiality** in the conduct of elections to gain and maintain the confidence of stakeholders and the community;
- **respect** for the needs of all in our community to ensure equal access to democracy;
- **professionalism** in providing election services; and
- **a learning culture** among our staff members to ensure that the NSWEC reflects on how it delivers its services and remains a modern, forward thinking organisation that can meet future challenges.

Our stakeholders

- people and electors of NSW;
- Parliament of NSW;
- Premier of NSW as responsible Minister;
- Local Government councils;
- NSW Aboriginal Land Council;
- election candidates and participants;
- registered political parties;
- industrial organisations, registered clubs and statutory bodies;
- Election Funding Authority; and
- media.

Key Result Areas

Electoral Commissioner's Report



I am pleased to present the New South Wales Electoral Commission's (NSWEC's) Annual Report for 2010/11.

State elections are major events. The 2011 NSW State Election was no exception. Accordingly, this Annual Report devotes considerable attention to the NSWEC's performance in conducting the NSW State Election in March 2011.

The NSWEC's introduction of pre-election reporting of service standards for the 2011 NSW State Election provides a transparent, robust framework for the Parliament and the people of NSW to scrutinise the performance of the NSWEC. I'm pleased to be able to report how well the NSWEC performed against these targets and the high level of satisfaction of our stakeholders. I'm also pleased to report that all of the recommendations made by the NSW Parliament's Joint Standing Committee on Electoral Matters on the conduct of the 2007 NSW State Election that fell to the NSWEC to implement, were actioned.



2011 NSW State Election – NSWEC Count Centre staff entering Legislative Council ballot paper data.

Electoral Commissioner's Report

Key Result Area 1 Conduct of Elections



The 2011 NSW State Election was held on 26 March 2011. In the Legislative Assembly, the Coalition: Liberal Party of Australia (New South Wales Division) and the National Party of Australia – NSW won 69 seats, the Australian Labor Party (NSW Branch) and Country Labor won 20 seats, and independents three seats, The Greens one seat.

In the Legislative Council, 21 seats were contested. The Coalition won 11 seats, the Australian Labor Party/Country Labor five, The Greens three, and the Christian Democratic Party (Fred Nile Group) and the Shooters and Fishers Party one each.

Participation was on par with the 2007 NSW State Election. Informal votes comprised 3.2% of the total votes collected, slightly higher than in 2007 where informal votes made up 2.8% of total votes taken. The total number of votes taken was 4,306,285. While the vast majority were taken on election day (74.3%), NSW saw a strong trend to greater use of early voting options. This trend was evident for all recent Australian elections, including the 2010 Federal Election and the two State elections in Victoria and South Australia also in 2010.

Unlike the 2007 NSW State Election, the 2011 NSW State Election saw no electoral boundary changes. There were, however, major legislative changes that empowered the NSWEC to introduce a range of innovations to improve electoral services. The election saw the successful introduction of the major electoral initiatives of SmartRoll and iVote. SmartRoll introduced the most significant change in the modernising of the electoral roll since the nineteenth century.

iVote, an internet and phone voting option, increased access to a secret ballot to many electors with a disability, as well enabling many overseas and interstate electors to conveniently exercise their right to vote. Usage of iVote greatly exceeded expectations by fourfold with almost 47,000 electors using it. We estimate that access to iVote enfranchised around

30,000 electors who were unlikely to vote if iVote had not been available. The independent evaluation found significant public value in extending this voting method to other elections such as enabling voters at Local Government elections to vote out of their council area.

These innovations would not have been possible without earlier legislative amendments that made the NSW Electoral Commissioner responsible for one State election rather than individual returning officers having responsibility for the election within their electoral district. This change enabled the standardisation of policies, the introduction of statewide innovations and greater accountability.

The successful conduct of the election was somewhat overshadowed by unfounded allegations that officers of the NSWEC had knowingly concealed votes for Ms Pauline Hanson, an unsuccessful candidate for the Legislative Council. The petition challenging the result of the election, and alleging electoral fraud by NSWEC staff, was dismissed on 16 June by the Supreme Court of NSW sitting as the Court of Disputed Returns.

Key Result Area 2 Electoral Roll Management



The 2011 NSW State Election saw enrolment increase by over 200,000 electors. The *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009* enabled the NSWEC

to automatically enrol or re-enrol eligible electors in their correct electoral district using information from public sector agencies. Known as SmartRoll, this new approach to enrolment was necessary following the realisation that significant numbers of eligible citizens are not enrolled. The SmartRoll project delivers a more up-to-date, accurate and comprehensive roll than that currently supplied by the Australian Electoral Commission. This is the most significant change in enrolment processing for more than 100 years. The State now shares with electors the responsibility for maintaining an accurate electoral roll.

Key Result Areas

Key Result Area 3 Communication



For the first time, the NSWEC used the new forms of communication provided by social media and digital advertising to increase awareness of the election. The results of these new forms of interaction were striking

in maximising the distribution of election messages and eliciting responses.

Through the social media project, the NSWEC learnt that social media is all about interaction. People using social media are looking for a dialogue, not static information. They have expectations that observations made will receive a response in the same way that complaints and enquiries do. The NSWEC actively monitored and responded to all posts during the election period.

The NSWEC will continue to use its website as the primary means for providing information supplemented by its call centres, as well as social media.

Key Result Area 4 Organisational Development and Innovation



The NSWEC conducted a successful State election in March 2011 and delivered it within the operating and capital budgets allocated. At the same time, we increased our sustainable use of resources and

achieved savings against costs incurred in the 2007 NSW State Election. Our occupational health and safety management during 2010/11 also improved markedly. We introduced streamlined processes for the greater convenience of electors and candidates. We evaluated our initiatives and commissioned surveys to obtain feedback from electors and other stakeholders. Efficient and quality processes facilitate the engagement of the community with the NSW electoral system.



2011 NSW State Election – NSWEC Election Management and Tim Noonan (iVote project) presenting Media Briefing at NSW Parliament House, 14 February 2011.

Electoral Commissioner's Report

It is my view that current and future challenges in electoral administration lie in capturing the convenience and efficiencies of information communication technologies. Accordingly, in preparing for the 2011 NSW State Election, the NSWEC targeted the gains that could be made by being smarter and more innovative using these technologies. I'm very proud of the initiatives introduced for the 2011 NSW State Election by the NSWEC – automatic enrolment, electronically assisted voting, 'on the day enrolment and voting' and the modernising of voting at the Sydney Town Hall.

The most immediate challenges for the NSWEC over the coming year are the conduct of the 2012 Local Government Elections and the fundamental legislative review of our legislation. I welcome the Premier's announcement to the NSW Parliament of the fundamental review of the *Parliamentary Electorates and Elections Act 1912* in time for the centenary of the 1912 enactment of the legislation. The NSWEC looks forward to working with the NSW Parliament and the NSW Government on the fundamental legislative review and its implementation before the next NSW State Election in 2015.

The NSWEC's performance over the past year has been well received. The feedback is very positive and there are great opportunities to utilise the learnings and gains made to provide better services for stakeholders in future elections. I wish to sincerely thank all staff as well as our suppliers for their commitment and dedication which has seen many operational achievements during 2010/11 and for their hard work in successfully conducting the 2011 NSW State Election.



Colin Barry
Electoral Commissioner



2011 NSW State Election – under current legislation electronic votes (iVote) must still be printed to be counted. Printed ballot papers being guillotined.

Key Result Areas

Overview

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Trends over NSW State Elections 1995 to 2011 showing participation and informality rates, and growth in use of early voting.

2010/11 at a Glance **10**

Key Indicators, Key Result Areas, targets and results relating to the performance of the NSWEC including 2011 NSW State Election.

NSW State Election Trends

Figure 1
Participation Rates, 1995 to 2011 NSW State Elections.

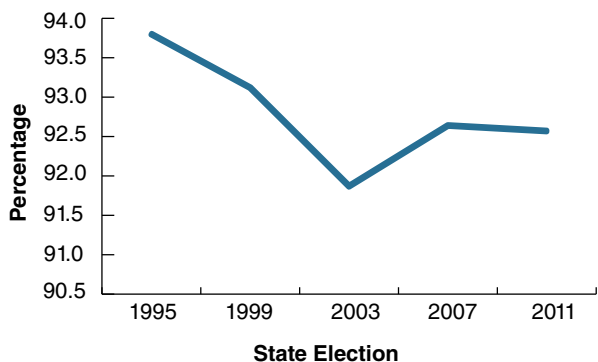


Figure 2
Informality Rates, 1995 to 2011 NSW State Elections.

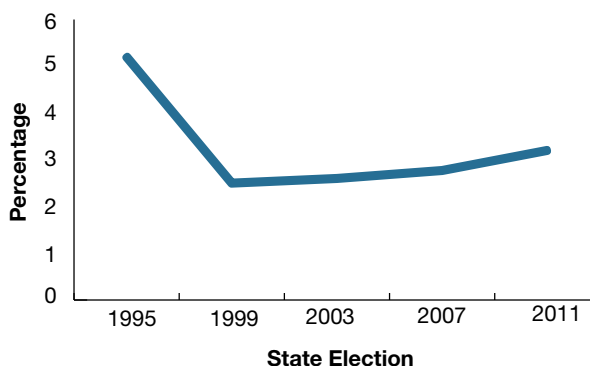


Figure 3
Legislative Assembly Members Breakdown by Party, 2011 NSW State Election.

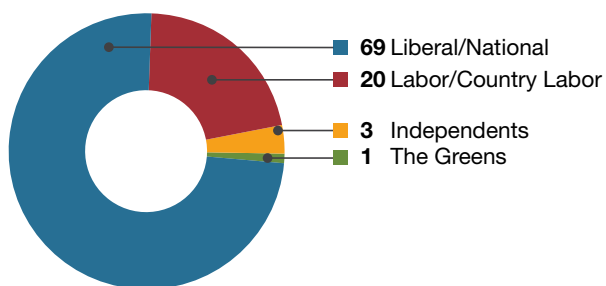


Figure 4
Legislative Council Members Breakdown by Party, 2011 NSW State Election.

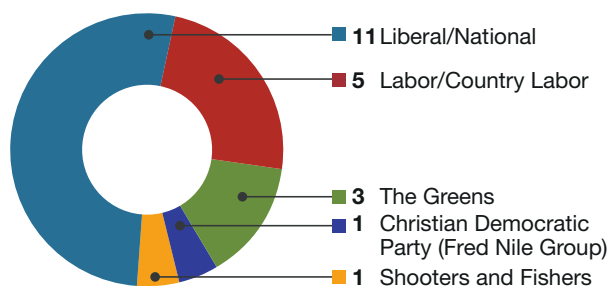


Figure 5
Nominated Candidates, 1995 to 2011 NSW State Elections.

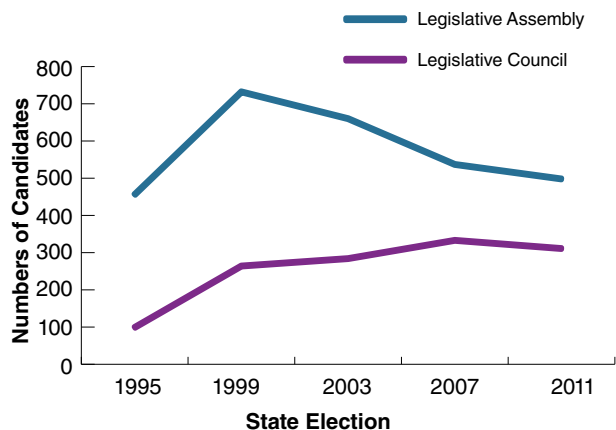
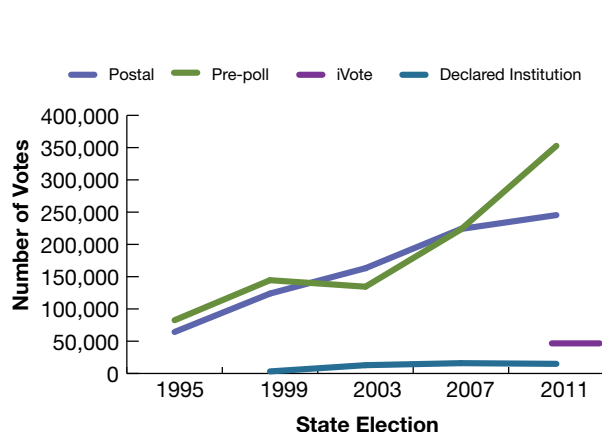


Figure 6
Trends in Early Voting, 1995 to 2011 NSW State Elections.

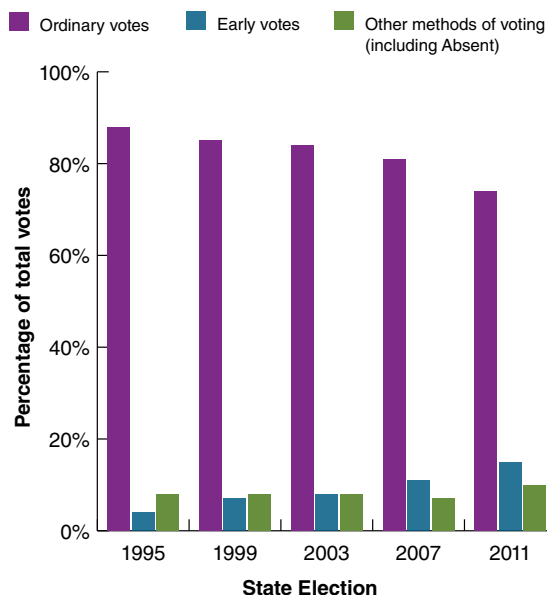


Key Result Areas



2011 NSW State Election – increased number of NSW electors vote before election day at Sydney Town Hall.

Figure 7
Voting Options used by Electors,
1995 to 2011 NSW State Elections.



- *In 1995, 4% of electors voted before election day.*
- *In 2011, this grew to 659,894 votes, 15% of total votes and a 428% increase since 1995.*
- *Postal voting increased 282% since 1995.*

2010/11 at a Glance – Highlights

Key Electoral Indicators

Figure 8
Activity Summary, 2006/07 to 2010/11.

Service Delivery	2006/07	2007/08	2008/09	2009/10	2010/11
Electors enrolled at 30 June.	4.4M	4.5M	4.5M	4.5M	4.6M
State elections conducted ^a .	1	–	–	–	1
State by-elections conducted.	–	–	4	1	0
Local Government elections conducted (including referenda and polls) ^a .	–	–	332	1 ^f	0
Local Government by-elections conducted.	14	–	11	15	16
Registered club elections conducted.	22	19	15	16	17
Statutory board and industrial ballots conducted and enterprise agreements managed.	36	38	30	22	16
Resources					
Staff numbers at 30 June (permanent).	33	38	36	35	37
Temporary election staff.	19,089	0	13,684	779	21,808
Finance					
Total expenditure.	\$53.2M ^b	\$17.6M	\$39.3M ^c	\$20.3M	\$57.2M ^e
Cost of election per elector.	–	–	\$5.71 ^c	\$8.23 ^d	\$8.83 ^e

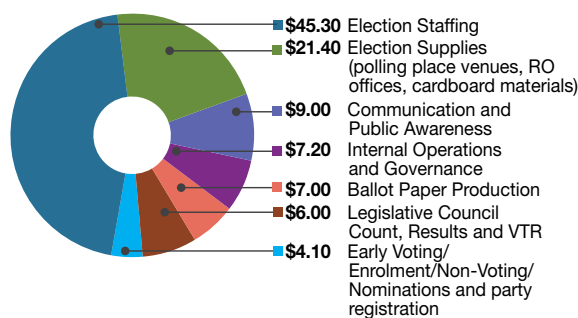
Notes:

- a. These elections are on a 4-year cycle.
- b. Included expenditure for the 2007 State General Election.
- c. 2008 Local Government Elections.
- d. 2010 Penrith State By-election.
- e. Included expenditure for the 2011 NSW State Election.
- f. 2009 Local Government Election for Broken Hill Council in its return to democracy following a period of administration.

Figure 9
Cost per Elector and per Vote,
2003 to 2011 NSW State Elections.



Figure 10
Breakdown of Electoral Services Delivered
for every \$100 Spent, 2011 NSW State Election.



Key Result Areas

Impartial and fair electoral system

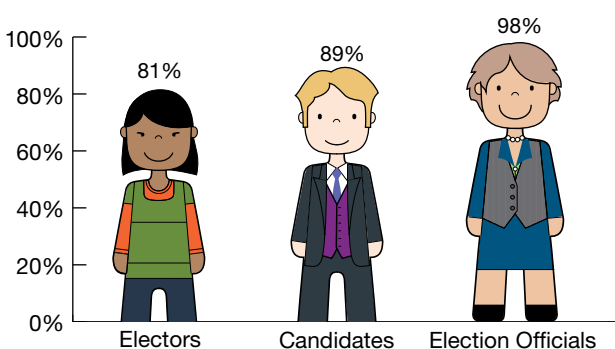
Figure 11
NSWEC Corporate Plan Result Indicators.

Result Indicators	Target	2009/10	2010/11
Elections are conducted impartially and in accordance with the law			
Number of successful Court challenges to election results.	0	0 ^a	0
Electoral Commissioner's discretion to require recounts.	0	0 ^a	0
Citizens who are eligible to enrol are on the electoral roll			
Percentage young eligible citizens (17-25 years) enrolled.	98%	79% ^b	86%
Percentage all eligible citizens (26+ years) enrolled.	95%	90.8% ^b	94%
Voter participation is maximised and informal votes minimised			
Percentage of eligible population enrolled who voted.	95%	86.8% ^a	92.6%
Percentage of informal votes.	<3%	3.2%	3.2%
Percentage penalties for failure to vote notices as a % of the roll.	<4%	9.28%	5.1%

Notes:

- a. 2010 Penrith State By-election.
- b. Figures provided by the Australian Electoral Commission as of 30 June 2010.

Figure 12
Stakeholders' Perceptions of the NSWEC's Fair and Impartial Conduct, 2011 NSW State Election.



“
the process is
fair and transparent
elector comment
”

2010/11 at a Glance – Highlights

Operational Performance

Figure 13
NSWEC Corporate Plan Measures and Outcomes.

Corporate Plan Measures	Target	2009/10	2010/11
Key Result Area ① Conduct of Elections			
Percentage polling places where provisional first preferences are counted for the Legislative Assembly and Local Government elections on election night.	100%	100% ^a	98% ^c
Variance rates between count of votes and recount if any.	<10 votes	Nil ^a	Nil
Establish baseline measure of community members' satisfaction with the NSWEC's services in enabling them to vote.	n/a	89% ^a	89% voters satisfied with the time it took to vote; services provided by electoral staff and polling places 82.8% candidates felt the NSWEC met its NSW State Election 2011 Service Commitments
Establish a baseline measure of the satisfaction of registered political parties with registration, continued registration and nomination services provided by the NSWEC.	n/a	n/a ^b	100% ^c
Establish a baseline measure of the community's, the media's and registered political parties' satisfaction with the timeliness and accuracy of results.	n/a	n/a ^b	Completed ^c
Key Result Area ② Electoral Roll Management			
Percentage of voters' addresses correctly coded to electorates.	100%	n/a ^d	n/a ^d

Notes:

n/a = not applicable

- 2010 Penrith State By-election.
- Surveys were not conducted on this topic for State or Local Government by-elections in 2009/10.
- 2011 NSW State Election.
- This target is specific to Local Government elections where coding of electors' enrolment details accurately to wards is difficult as ward boundaries change. Ward boundaries are not relevant to State elections or by-elections.

Key Result Areas

Operational Performance (continued)

Figure 13
NSWEC Corporate Plan Measures and Outcomes – continued.

Corporate Plan Measures	Target	2009/10	2010/11
Key Result Area ③ Communication and Public Awareness			
Establish baseline measure of the % of surveyed community members who are enrolled to vote.	n/a	n/a ^b	Completed ^e
Percentage of electors aware of the NSWEC's information campaign.	75%	n/a ^b	n/a ^e
Report on conduct of elections to be completed.	6 months from election day	n/a	✓
Key Result Area ④ Organisational Development and Innovation			
Average training per staff member.	3 days	4 days	2 days
Percentage of variation from budget for State and Local Government elections.	+/- 2% from budget	+3.2% ^a	-2.3%
Percentage costs recovered for Local Government elections.	95%	100% ^d	100% ^d
Establish NSWEC's costs per elector and commence comparison with other jurisdictions and previous years' performance.	n/a	\$8.23 ^a	\$8.83
IT business failures.	0	1 ^c	0
Percentage of NSWEC's expenditure on corporate overheads meets accepted range.	n/a	26%	✓
Percentage annual growth in new business revenue.	5%	-17% ^f	-6% ^f

Notes:

n/a = not applicable.

a. 2010 Penrith State By-election.

b. Surveys were not conducted on this topic for State or Local Government by-elections in 2009/10.

c. In November 2009, due to a building air-conditioning malfunction, the Kent Street office servers were unavailable for half a day.

d. Local Government by-elections.

e. It was found that this measure was impossible to accurately measure as electors could not reliably recall what was NSWEC information from other sources of information.

f. Focus of the NSWEC during 2010/11 was upon delivery of the 2011 NSW State Election, and resources dedicated to pursuit of new business revenue were reduced accordingly.

2010/11 at a Glance – Highlights



2011 NSW State Election – ballot box opened in preparation for count at Sydney Town Hall.

Key Result Areas

2011 NSW State Election Performance

Figure 14
NSW State Election 2011 Service Commitments.

Target	Performance
Election night vote counting, recounts, court challenges, iVote	
Election night vote counting: Legislative Assembly First Preferences^a	
9:00pm 80%	✓ (86%)
10:30pm 95%	✓ (97%)
11:00pm	✓ (98%)
Legislative Assembly Two Candidate Preferred*	
9:00pm 60%	✓ (60%)
10:30pm 80%	✗ (76%)
11:00pm 95%	✗ (80%)
Upper House*	
9:00pm 30%	✗ (17%)
10:30pm 60%	✓ (68%)
11:00pm 90%	✗ (79%)
Complete the distribution of preferences for 100% of Legislative Assembly electoral districts Legislative Assembly within 48 hours of all votes being available (6:00pm Wednesday following election day).	✗ (38%)
For any recount of votes, the difference between the count and the recount for any candidate is less than ten votes.	No recounts occurred
Number of successful Court challenges to 2011 election results is zero.	✓
Voter turnout exceeding the 2007 State General Election turnout of 92.7%.	✗ (92.6%)
Minimum 10,000 votes are cast using iVote.	✓ (46,864)
Return the Writs before the date required.	✓
Initiatives such as iVote are evaluated.	✓
Survey responses from stakeholders are used to establish benchmarks for future elections.	✓
Maximising enrolment and participation	
89% enrolment of eligible citizens aged 17-25 years.	✗ (86%)
94% enrolment amongst eligible citizens 26+ years.	✓
Automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register.	✓ (42,172)
Initiatives such as automatic enrolment are evaluated.	✓
Survey responses from stakeholders are used to establish benchmarks for future elections.	✓

Notes:

a. This refers to when results are posted on the NSWEC's website. It is not possible to achieve 100% of votes on election night when some remote polling places do not have telephone access.

2010/11 at a Glance – Highlights

2011 NSW State Election Performance (*continued*)

Figure 14
NSW State Election Service Commitments – *continued*.

Target	Performance
Communicating democratic rights and responsibilities	
Stakeholders could access accurate, timely and necessary information to understand their rights and obligations, and where to get help on electoral matters if needed.	✓
Results information to be available to media outlets within five minutes of entering the NSWEC's systems.	✓
Stakeholders' survey responses indicate satisfaction with services received.	✓
Survey responses from stakeholders are used to establish benchmarks for future elections.	✓
Submit the NSWEC's report to the NSW Parliament on the conduct of the 2011 NSW State Election by the end of November 2011.	✓
Organisational capacity	
Adhere to the budget provided.	✓
Reduced number of occupational health and safety incidents that lead to worker compensation claims compared with the 2007 NSW State Election.	✓
Ordinary votes in 95% of polling places (taken from electors resident in the electoral district) do not vary from estimated numbers by more than plus or minus 5%.	x
Election staffing allocations are within a range of plus or minus 5% of estimated requirements.	x
Processing of how-to-vote materials completed in the shortest possible time with the target being within 24 hours.	✓
Refunding of candidate deposits in accordance with legislative requirements, completed by late May 2011.	✓
Survey responses from stakeholders are used to establish benchmarks for future elections.	✓
Initiatives such as 'on the spot printing' of Legislative Assembly ballot papers at Sydney Town Hall are evaluated.	✓

Key Result Areas

Review of Operations and Activities

Key Result Area 1 Conduct of Elections 18

Conduct of the 2011 NSW State Election, Local Government by-elections, State by-elections, clubs and statutory boards and industrial organisations, non-voter analysis, and how we manage an impartial and lawful election process.

Key Result Area 2 Electoral Roll Management 42

Electoral roll management activities including what we are doing to ensure that citizens who are eligible to vote are on the electoral roll.

Key Result Area 3 Communication and Public Awareness 52

Communications activities including advertising, publications, our website, enquiry centre and media strategy and how we are ensuring voter participation is maximised and informal votes minimised.

Key Result Area 4 Organisational Development and Innovation 70

Our people and processes, including human resources, organisational chart, information technology, election cost analysis and how we are providing value for money for the people of NSW.

Conduct of Elections – Highlights of 2010/11

Key Result Area 1 Conduct of Elections

Goals

As a result of our services:

- people are able to exercise their democratic right to vote; and
- votes are counted accurately and in a timely manner.

2011 NSW State Election Performance Targets

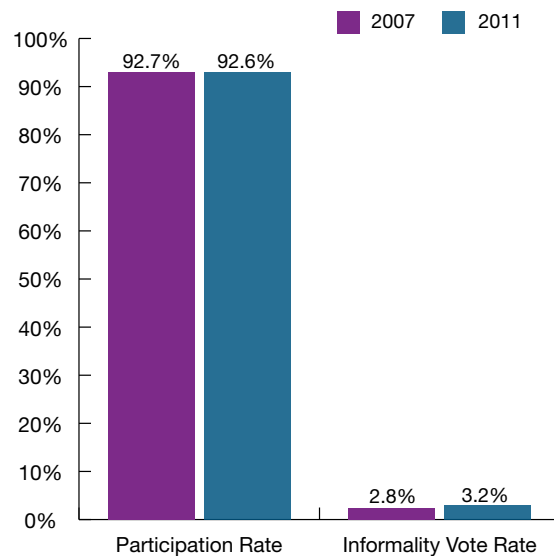
- Exceed benchmarks on election night counting;
- 100% of electoral districts complete the distribution of preferences for Legislative Assembly within 48 hours of all votes being available (6pm Wednesday following election day);
- For any recount of votes, the difference between the count and the recount for any candidate is less than 10 votes;
- Number of successful Court challenges to 2011 election results is zero;
- Voter turnout exceeding the 2007 NSW State Election turnout of 92.7%;
- Minimum 10,000 votes are cast using iVote;
- Return the Writs before the date required;
- Initiatives such as iVote are evaluated; and
- Survey responses from stakeholders are used to establish benchmarks for future elections.

Achievements

Maximised participation

- 2011 NSW State Election elector participation and informal voting rates on par with that of the 2007 NSW State Election;
- iVote exceeds by almost fourfold the minimum target set for internet and telephone voting;
- International recognition for successful implementation of system for internet and telephone voting (iVote);

Figure 15
Participation and Informality Rates,
2007 and 2011 NSW State Elections.



Accurate vote counting, timely provision of results and declaration of the poll without delay

- NSWEC met majority of targets for timeliness in provision of 2011 NSW State Election vote counting results;
- 77% of electors surveyed were satisfied with the speed with which election results were available;
- 84.2% of candidates were satisfied with the timeliness of results information on election night; and
- responses provide future benchmarks.

“Stakeholders were confident the NSW State Election was conducted impartially, and in accordance with the law”

Key Result Areas

High satisfaction of stakeholders with the NSWEC's conduct of the 2011 NSW State Election

Electors

- 81% of voters agreed that the NSWEC conducted the election in a fair and impartial manner; and
- 89% of voters were satisfied or more than satisfied with the time it took to vote; the services provided by NSWEC electoral staff and with the polling places.

Candidates

- 89% of candidates agreed that the NSWEC conducted the election in a fair and impartial manner;
- 78.3% of candidates reported the NSWEC's conduct of the election as satisfactory or better; and
- 82.8% of candidates felt that the NSWEC met the *NSW State Election 2011: Service Commitments*.

Election Officials

- 98% of election officials agreed that the NSWEC conducted the election in a fair and impartial manner; and
- Vast majority of election officials interested in working for the NSWEC at a future election.

Figure 16
Stakeholders' Perceptions of the NSWEC's Fair and Impartial Conduct, 2011 NSW State Election.

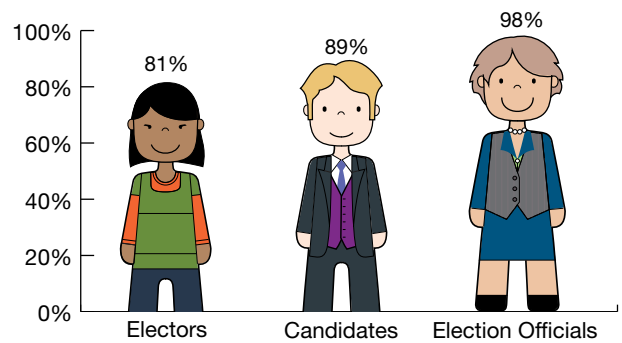
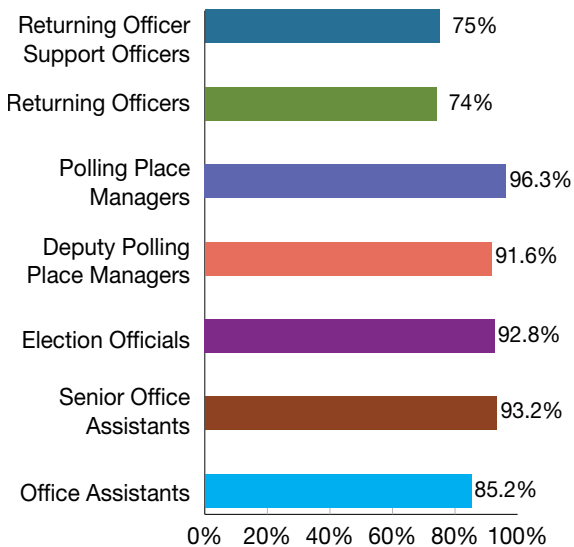


Figure 17
Election Officials' Willingness to Work Future Elections, 2011 NSW State Election.



A transparent and accountable framework for review of the NSWEC's conduct of the election

- Release for public comment before the 2011 NSW State Election of the NSWEC's:
 - *NSW State Election 2011: Service Commitments*
 - *Strategy for Conduct of the Election – NSW State Election 2011*;

- Preparation of report to the NSW Parliament on the NSWEC's conduct of the 2011 NSW State Election; and
- Evaluation of electoral innovations (SmartRoll and iVote) and stakeholder satisfaction.

Return the Writs before the date specified

- Writs returned 2½ weeks early on 13 April 2011

Challenges and Future Directions

- Participating in the NSW Parliament's Joint Standing Committee on Electoral Matters' inquiry into the NSWEC's conduct of the 2011 NSW State Election;
- Providing advice to the NSW Government and NSW Parliament on the fundamental review of *Parliamentary Electorates and Elections Act 1912*;
- Preparing for the 2012 Local Government Elections in NSW which involve more than 150 councils and new legislative arrangements;
- Providing quality electoral services in a financially efficient manner to councils engaging the NSWEC; and
- Continue to use stakeholder feedback for improved services and develop quantitative benchmarks for the 2012 Local Government Elections.

Conduct of Elections – in Depth



2011 NSW State Election – voting at Sydney Town Hall.

1.1 Conduct of the 2011 NSW State Election

NSWEC conducted the 2011 NSW State Election across 93 electoral districts on Saturday, 26 March 2011. The 2011 NSW State Election was a major event for the NSWEC involving many months of preparation and planning to provide candidates and electors with high quality election services.

Elector participation was on par with the 2007 NSW State Election. Informal votes comprised 3.2% of the total votes collected, slightly higher than in 2007 where informal votes made up 2.8% of total votes taken. The total number of votes taken was 4,306,285. While the vast majority were taken on election day (74.3%), NSW saw a strong trend to greater use of early voting options. This trend was evident for all recent Australian elections, including the 2010 Federal Election and the two State elections in Victoria and South Australia, also in 2010.

A total of 809 candidates nominated for the 2011 NSW State Election with 38.4% standing for the Legislative Assembly and 61.6% standing for election to the Legislative Council. Participation by candidates has declined since the 1999 NSW State Election in the Legislative Assembly and there has been a small decline since 2007 in the Legislative Council.

HIGHLIGHTS

Conducted successful 2011 NSW State Election across 93 Districts plus the Legislative Council ballot:

- High levels of stakeholder satisfaction with electoral services provided in the conduct of the 2011 NSW State Election (see page 39);
- iVote exceeded expectations with almost fourfold usage against target of at least 10,000 iVotes cast, and the evaluation is very positive (see page 23);
- Improved and streamlined electoral processes at Sydney Town Hall and for processing postal vote applications (see page 39); and
- Innovation in raising awareness of the 2011 NSW State Election with use of digital advertising and social media (see page 58-59).

Conducted Local Government by-elections, statutory and commercial elections, and provided assistance to elections of other jurisdictions:

- Undertook 16 Local Government by-elections, one NSW Aboriginal Land Council regional election, 17 elections for clubs and 16 elections for statutory boards and industrial organisations (see pages 34 and 167);
- Conducted 33 statutory and commercial elections (see page 167); and
- Provided assistance for seven inter-jurisdictional electoral events (page 35).

Established a transparent and accountable framework for review of the NSWEC's conduct of the election.

Key Result Areas

2011 NSW STATE ELECTION SERVICE COMMITMENTS

- Maximise participation of the community (electors, candidates and registered political parties)
- Ensure accuracy in vote counting and understandable information on results and declaration of the poll without delay
- Provide electoral services that are innovative and improve on past practices, and are financially responsible

2011 NSW STATE ELECTION PERFORMANCE TARGETS

- Exceed benchmarks on election night counting
- Number of successful Court challenges to 2011 election results is zero
- Minimum 10,000 votes are cast using iVote
- Return the Writs before the date required
- Initiatives such as iVote are evaluated

Election Snapshot

The NSWEC for the 2011 NSW State Election:

- conducted elections in the 93 NSW electoral districts and the Legislative Council election and:
 - assisted electors cast 4,290,595 votes including 46,862 electors with internet and telephone voting
 - processed 809 candidates, 498 for the Legislative Assembly and 311 for the Legislative Council
 - managed 905 early voting locations
 - managed 2,627 polling places
 - managed 93 Returning Officers in the field
 - managed 24,028 electoral positions
 - employed 21,808 temporary election staff;
- managed an unprecedented increase in use of early voting services (up from 11.4% in 2007 to 15.3% in 2011);
- successfully introduced internet and telephone voting (iVote) with usage vastly exceeding targets and which enfranchised 30,000 electors who were outside New South Wales and who voted in the March election because of the availability of iVote;
- declared the poll for the Legislative Assembly on 5 April and 6 April 2011, and the Legislative Council on 12 April 2011;
- improved follow-up of apparent non-voting with 54% increase in penalty notices; and
- reported on its conduct of these elections to the NSW Parliament's Joint Standing Committee on Electoral Matters.

Conduct of Elections – in Depth

Legislative Change

Important reforms before the 2011 NSW State Election under the *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009* were passed by Parliament on 1 December 2009 and received Royal Assent on 14 December 2009.

The Act was not proclaimed until 24 September 2010. The Act allows the NSWEC to gather information from public sector agencies and use it to automatically enrol, re-enrol or update the addresses of eligible electors. The initiative established under this reform was SmartRoll, an automatic enrolment and re-enrolment facility.

The amendments also:

- allowed eligible people to enrol and provisionally vote for that district on election day, provided the person could produce a NSW photo driver's licence or a photo card issued by the NSW Roads and Traffic Authority;
- enabled centralised processing of postal vote applications and online applications;
- allowed 'ordinary' voting (i.e. dispense with declaration envelopes) for electors at pre-poll voting places and declared institutions within the district for which the elector was enrolled; and
- increased the penalty for failing to vote from \$25 to \$55 to bring NSW State elections in line with Local Government elections and other jurisdictions.

Legislative change also introduced technology-assisted voting (iVote) in late November 2010 for those electors with vision disabilities, reading difficulties or those electors who had difficulties attending a polling place

through travel commitments outside NSW or distance considerations in rural or remote NSW.

Other legislative changes clarified some problematic issues such as:

- specified authorisation of electoral material does not apply to T-shirts, buttons, badges and some other articles; and
- the Electoral Commissioner must not register electoral material for distribution on election day if the material does not clearly identify the person, political party, organisation or group on whose behalf the material is to be distributed.

The registration of political parties in NSW under the same name as used for registration under the *Commonwealth Electoral Act 1918* was also facilitated in these legislative amendments.

These legislative changes continued the drive for change that has advanced electoral administration in NSW ahead of other jurisdictions. These innovations would not have been possible without earlier amendments making the NSW Electoral Commissioner responsible for one State election rather than individual Returning Officers having responsibility for the election within their electoral district.

The NSWEC conducted the elections in accordance with the amended legislation and introduced new services to improve election processes and operations for all election stakeholders.

1.2 2011 NSW State Election Electoral Innovation

iVote – a new way of voting

Up until the March 2011 NSW State Election, voters could vote by attending a polling place on election day, or in the two weeks prior to the election at a pre-poll location or by lodging a postal vote. These options have not always suited people living in remote areas

of NSW with infrequent postal services, or electors with a disability who can experience difficulties with the accessibility of polling places. Electors with vision impairments can require some assistance from a second party meaning their ballot is not secret.

Key Result Areas

Legislation passed by the NSW Parliament in December 2010 allowed the following groups to use internet or telephone voting:

- people with blindness or low vision;
- people with a disability;
- those who live 20 kilometres or more from a polling place; and
- those who were going to be outside of New South Wales on election day.

The estimated use of iVote vastly exceeded expectations. It was originally forecasted that between 10,000 to 15,000 votes would be cast using iVote. The late amendment of the legislation to include people outside NSW on polling day had a strong impact on usage of the new form of voting.

Registrations for iVote totalled 51,103, with 46,864 subsequently using iVote to cast their ballot. The table below provides data on iVote usage by eligibility criteria and by the technology used in voting (either internet or phone voting).

Figure 18
iVote Voting by Eligibility Criteria and Technology Used, 2011 NSW State Election.

Criteria	Number iVoting	% Total	% Estimated eligible electors	iVoted by internet	iVoted by telephone
Blind/vision impaired/illiterate	668	1.4	1.0	450	218
Other disabilities	1,296	2.8	0.4	1,136	160
20km from a polling place	1,643	3.5	25.3	1,542	101
Outside NSW on polling day	43,257	92.3	n/a	41,477	1,780
Totals	46,864	100	–	44,605	2,259

While iVoting was initially conceived to assist voters with visual impairment, it was taken up enthusiastically by voters outside New South Wales, with 43,257 (92.3%) of such voters using iVote. Voters in remote areas also voted in greater numbers than the NSWEC expected, while those with a disability voted at a much lower rate than anticipated.

Evaluation of iVote

The pioneering nature of the iVote system meant a comprehensive assessment was essential. The evaluation of the iVote initiative had three separate components:

- pre- and post-election audits to ensure that the system accurately reflected the votes cast and was secure;
- examination of perceptions and acceptability of technology-assisted voting among electors generally; and
- assessment of the satisfaction of iVote users and the cost effectiveness and value for money provided by iVote.

These evaluations were undertaken by three independent research firms. The survey of the general acceptability of technology-assisted voting was undertaken as part of the overall evaluation of elector satisfaction with election services reported earlier.

In terms of the audits to assess whether the system accurately reflected the votes cast and was secure, it was reported that “nothing came to our attention that would indicate the votes cast via the iVote system were not recorded, extracted and printed accurately”. The audit report described five incidents that occurred during the voting period for iVote. The most significant of these affected 43 ballots and involved the letter ‘N’ being shown on ballot papers rather than numeric

Conduct of Elections – in Depth

preferences. This required the Electoral Commissioner to make a determination on each of the 43 votes cast resulting in one of the four affected Legislative Assembly ballot papers and eight of the affected Legislative Council ballot papers being treated as informal. (The NSWEC has corrected the issue and it will not occur in future uses of iVote.)

The general survey of electors found approximately one in three surveyed were eligible to use iVote, either due to a disability (23%), reading difficulties (7%), travel (1%) or because they lived more than 20 kilometres from a polling place (4%). Less than one per cent of those who were eligible for iVote actually used it. The primary reason respondents did not use iVote was that they were not aware of it (83%). All respondents were asked whether they would use iVote if they were eligible. More than half (56%) of voters said they would. Younger voters (25-44 years) were significantly more likely than those aged 65 years and over to say they would use iVote.

The survey of registered iVote users was undertaken three to four weeks after the election. It resulted in 530 responses, 39% from users with a disability, 39% from electors who had been outside the State and 22% from remote users. It found:

- iVote was effective in facilitating a secret and independently verifiable vote for electors who were blind or had vision impairment and that the system enfranchised a lot of people who would not have otherwise voted;
- the take-up of the iVote system was highly successful with actual numbers of users being over four times the original estimates;
- significantly high satisfaction levels with iVote overall (91% of iVote users were either satisfied or very satisfied) and individual elements of the system. Most iVote users were interested in using the system again and would recommend it to other people;
- both registration and voting were relatively problem free;
- a major improvement suggested by users was for increased promotion of iVote and amend the legislation to allow a wider group of people to

use it. Additional recommendations concerned the ease of navigation of the NSWEC's iVote website, addressing the few technical issues experienced and making the registration process easier to use;

- the system was cost effective when compared with other systems with similar aims;
- with a take-up of 200,000 votes, the costs would lower to around \$24 per vote. With increased usage to around 500,000 the cost per iVote could be comparable (or possibly cheaper) than postal and pre-poll voting methods;
- the use of iVote for future Local Government elections appeared to be even more cost effective, however, this would require legislative change to Local Government elections regulation; and
- there were advantages in amending the legislation to extend iVote eligibility to other groups such as those eligible for a pre-poll or postal vote.

Operational data revealed the likely convenience offered to electors in terms of time savings. The majority of iVote users voted by the internet (95.2%) where registration took three minutes and voting five minutes and 15 seconds on average. The telephone option used by 4.8% of iVoters took on average around six and a half minutes to register and seven minutes to vote. Both forms of iVoting provided convenience and time savings to users.

Cost of iVote

The cost of developing and implementing the iVoting system for the March 2011 election was in the order of \$3.2 million. With 46,864 iVotes cast, this equates to approximately \$68.28 per vote, compared with approximately \$8 on average for all forms of voting (based on 2011 election costs).

If votes from outside NSW are excluded, then 3,607 iVotes were cast from the groups initially targeted, at a cost of \$970 per vote. While much higher than the costs for the broader group of iVote users, this compares favourably with the cost of other electronic voting trials in Australia with, for example, an average cost per vote of \$2,597 for the 2007 Federal Election trial of electronically assisted voting for blind and low vision electors.

Key Result Areas

The cost of providing other voting systems for people with vision impairment can be very high. The NSWEC's experience in the 2008 Local Government Elections with Braille voting demonstrated that this was more expensive than the average cost of traditional ballot papers. The average cost was \$478 per Braille vote. Moreover, Braille voting did not provide a secret vote for all electors.

Achievements and Future Uses

iVote successfully enfranchised electors in the 2011 NSW State Election. The NSWEC estimates that 30,000 (64%) of the 43,257 people who used iVote because they were outside NSW, voted because iVote was available.

The NSWEC's survey of general electors undertaken after the 2011 NSW State Election suggests that the majority of the general population would use iVote if it was available to them. Just in terms of those eligible under the 2011 statutory criteria the survey found that 35% of the 1,001 sample were eligible but that only 3 respondents (0.3%) had used iVote. This strongly indicates a potentially larger population of users. The evaluations showed that the general pool of electors as well as those who actually used iVote in the 2011 NSW State Election did not have concerns about the security of the system. There is no suggestion that iVote will replace traditional election day voting but it could provide an additional option for those electors eligible for an early or absent vote.

Legal Challenges to the 2011 NSW State Election Results

Two high profile petitions were lodged with the Court of Disputed Returns. One concerned the result of the Legislative Council, submitted by Ms Pauline Hanson and the other was about the result of the Legislative Assembly seat of Wollongong, submitted by Mr Gordon Bradbery. In both cases the petitions were dismissed.

Hanson Case Summary

Ms Pauline Lee Hanson unsuccessfully contested the election as a candidate for Group J for the NSW Legislative Council, held on 26 March 2011. On 5 May 2011, Ms Hanson lodged a petition to the Court of Disputed Returns disputing the validity of the election

of Sarah Mitchell (nee Johnston) and Jeremy Buckingham, the last two successful candidates for the Legislative Council.

The petition alleged that during the sorting of ballot papers for the Legislative Council, electoral staff failed to count a number of valid votes for Ms Hanson. Ms Hanson also alleged that two persons from the NSWEC had knowledge of the alleged counting discrepancies. Ms Hanson based her allegations primarily on evidence that was in the form of an email forwarded to her from a person calling himself Mr Michael Rattner. Mr Rattner claimed that the email was from one senior electoral staff member to another senior staff member.

The matter went to hearing on 8 June 2011. The Electoral Commissioner, given the nature of the allegation, sought and was granted leave to appear. During the hearing, Ms Hanson called on the subpoena issued by her to a "Mr Rattner". Mr Rattner failed to appear. Ms Hanson asked that a warrant be issued for Mr Rattner's arrest, and his Honour made that order. The matter was adjourned.

On 10 June 2011 a person named Sean Castle appeared in answer to the warrant for "Mr Rattner". Mr Castle made a statement to the effect that he had 'represented himself' as 'Michael Rattner'. The matter was further adjourned.

On 14 June 2011, Mr Castle admitted to having entirely fabricated the alleged email exchange, and to having sent it to Ms Hanson in the name of Michael Rattner. The matter was adjourned.

On 16 June 2011, Ms Hanson sought an order for the petition to be dismissed. His Honour made that order and sought submissions on costs. Each party made submissions. His Honour reserved judgement.

On 24 June 2011, the Court as part of its final judgement ordered that the petitioner pay the costs of the three respondents (being Mr Buckingham, Ms Johnston and the Electoral Commission). The Court also recommended that the costs of the respondents which the petitioner was ordered to pay and her own costs be paid by the Crown.

Conduct of Elections – in Depth

Bradbery Case Summary

Mr Gordon Bradbery contested the election as an independent candidate for the seat of Wollongong for the NSW Legislative Assembly, held on 26 March 2011. On 5 April 2011, Ms Noreen Hay, the endorsed candidate for the Labor Party, was declared elected for the seat of Wollongong by a margin of 674 votes over Mr Bradbery.

On 18 April 2011, Mr Bradbery lodged a petition to the Court of Disputed Returns disputing the validity of the election of Ms Hay. Ms Hay was the first respondent and the NSW Electoral Commission was joined as the second respondent in the role of *amicus curiae* (or 'friend of the court') that is, to advise the court on matters of electoral law and practice.

Mr Bradbery claimed in his petition that the conduct of the election in the seat of Wollongong was subject to a number of irregularities and/or illegal practices which were likely to affect the final count of the election in the seat of Wollongong. Those irregularities were the finding of alleged fraudulent how-to-vote cards at a polling booth, and alleged misleading electoral posters erected on and before polling day in the seat of Wollongong.

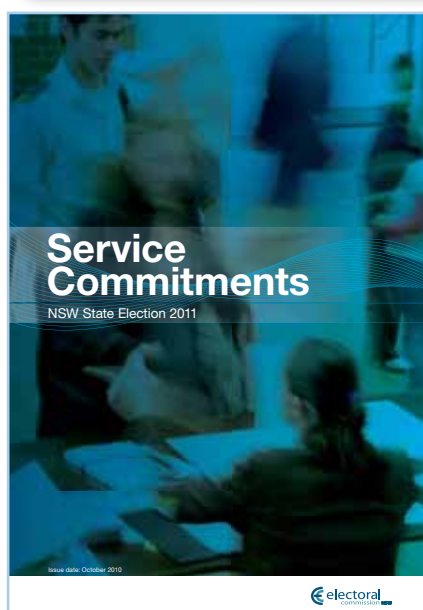
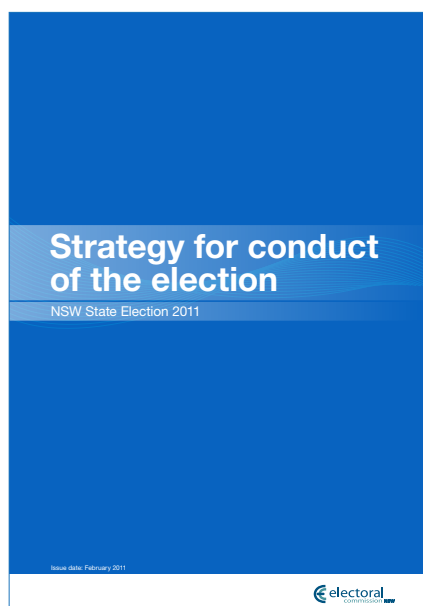
The hearing took place on 20 June 2011. Ms Hay applied for the petition to be struck out for failure to adequately set out facts relied on and failure to state witnesses' occupations on the petition. On 27 June 2011, judgement of the matter was delivered. Her Honour noted that failure to state the occupations of the attesting witnesses (as required by sections 157 and 159 of the *Parliamentary Electorates and Elections Act 1912*) was a sufficient reason, based on judicial authority, to dismiss the petition. Her Honour also noted the petition could not be amended after the 40 day deadline for lodgement of a petition in the Court of Disputed Returns, that period having expired. The petition was dismissed.

On 28 June 2011, the matter was listed for hearing in relation to costs. Each party made submissions. The NSWEC sought no order as to its costs. On 8 July 2011, the Court handed down its decision and ordered that Mr Bradbery pay the costs of the first respondent (Ms Hay) and recommended that the costs be paid by the Crown.

Key Result Areas

Introduction of Service Standards for Conduct of a State General Election

The NSWEC for the first time introduced a Service Charter for a State General Election which set down for each stakeholder group, a set of service standards (known as 'service commitments') and performance targets. These service commitments are set out in each of the sections corresponding to the appropriate Key Result Area.



1.3 Electoral Services for Electors

2011 NSW STATE ELECTION SERVICE COMMITMENTS FOR ELECTORS

- Voting options that maximised participation
- Greater choice and convenience in voting services
- Well located, accessible, publicised polling places and delay-free voting
- Accessibility ratings of polling places
- Services for people from culturally and linguistically diverse communities, people with disabilities, and indigenous and remote communities
- Easy to access and timely election results
- Informed, helpful and courteous assistance from NSWEC's electoral staff

2011 NSW STATE ELECTION PERFORMANCE TARGETS

- Voter turnout exceeding the 2007 NSW State Election turnout of 92.7%
- Stakeholders indicate in their survey responses satisfaction with services received
- Elector survey responses used to establish benchmarks for future elections

Early Voting Services

Voting in person on election day in a polling place is not always possible or convenient for all electors. The NSWEC provided the following alternatives to enable electors to lodge a vote prior to election day:

- postal voting;
- pre-poll voting;
- mobile pre-poll voting;
- hospitals and declared institutions voting;
- absent voting;
- Defence Force voting;
- interstate and overseas voting;
- airport and cruise ship voting;
- Antarctica voting; and
- technology-assisted voting (iVote).

These services were advertised statewide and also listed on the NSWEC's website.

The NSWEC saw a marked increase in the use of early voting options with 15.3% of votes being cast in the pre-poll period (659,894). The previous NSW State Election in 2007 had 463,187 votes (11.4%) cast early. The shift is even more marked when compared with the

1995 NSW State Election when 146,796 votes (4.1%) were cast in the pre-poll period.

Postal Voting

The NSWEC introduced an online Postal Vote Application Form to streamline the postal vote application process and reduce the administrative workload for Returning Officers. Application forms were also available from Returning Officers and the Elector Enquiry Centre. Applications had to be received by the NSWEC by 6pm on Monday, 21 March 2011 for those from outside Australia, and 6pm on Wednesday 23, March 2011 for applications from within Australia.

Of the 343,005 intending users of postal voting services at the 2011 NSW State Election, 23.3% were general registered postal voters. Statewide, 245,411 votes were cast by electors who voted by post. This represents 5.7% of the total votes cast at the 2011 election.

Over two thirds (67%) of those who voted by postal vote were very satisfied with the service and a further 19% were satisfied. There were no significant differences by age, location or gender.

Conduct of Elections – in Depth

Pre-poll Voting

Pre-poll voting commenced on Monday, 14 March 2011 and closed at 6pm on Friday, 25 March. Changes to legislation allowed people with a disability and electors who believed attending a polling place on election day would endanger his or her safety or the safety of their family to use pre-poll voting.

A total of 163 pre-poll voting centres were available across NSW in the lead-up to election day, of which 31.3% (51) were fully wheelchair accessible, 58.9% (96) were accessible with assistance. There were another 59 pre-poll venues that included mobile pre-poll, declared institutions, cruise ship and Sydney Airport. The primary locations for pre-poll voting were the Returning Officers' offices in each electoral district throughout NSW. Registered political parties and Members of Parliament were consulted on pre-poll locations. Most venues were open from 9am to 5pm from Monday, 14 March to Friday, 25 March, and 8am to 8pm on Thursday, 24 March and Saturday, 19 March from 9am to 5pm. Information concerning locations and hours of operation were provided on the NSWEC's website.

Mobile pre-poll Voting

Mobile pre-poll voting was available in two rural and remote electoral districts of NSW: the Murray-Darling and Barwon. There were 10 locations within these two districts and the number of votes taken was 32 and 51, respectively, across the two districts.

Information concerning these pre-poll venues was available from the NSWEC's election website.

Hospitals and Declared Institutions Voting

The Electoral Commissioner has the authority to appoint hospitals, nursing homes, retirement villages and like facilities as 'declared institutions' to assist the residents and/or patients of these facilities who are unable to attend a polling place on election day.

There were around 700 declared institutions throughout NSW for the 2011 NSW State Election. A total of 14,880 votes were cast in declared institutions across the State (0.4% of total votes cast).

Absent Voting

Electors who were unable to vote in their electoral district could absent vote in the pre-poll period.

Defence Force Voting

Postal voting and iVote were available for defence forces unable to attend a polling place.

Interstate and Overseas Voting

The NSWEC provided 11 interstate and 26 overseas voting locations as well as voting facilities at both international and domestic terminals at Sydney Airport. These locations were equipped with an electronic elector look up capacity to determine the appropriate electoral district and eligibility to vote of the elector. Interstate and overseas locations were listed on the NSWEC's website.

Airport and Cruise Ship Voting

The NSWEC provided voting services for travellers leaving for overseas or interstate travel by plane or ship. The options for passengers leaving Sydney on cruise ships ranged from pre-poll or postal voting, iVote or voting at an Australian Embassy depending upon the travel arrangements in place.

Antarctica Voting

An elector employed in Antarctica on election day could request to vote as an 'Antarctic elector'. Antarctic voters were given a number of options to complete their ballot papers, one of which was iVote. All electors who voted in Antarctica used iVote.

iVote

iVote is an internet and telephone-based voting system. It had its origin in improving the democratic right of visually impaired people to a secret ballot. For its first outing, in March 2011, iVote was available to people who are vision impaired, who have a disability, live remotely or who were outside NSW on election day.

A total of 46,864 electors used iVote to cast their ballot, 1,964 of whom were vision impaired or had a disability. Based on other electronic voting trials, this is a very good outcome, both in terms of take-up by people who are vision impaired or who have a disability, as well as the overall numbers. Over time, NSWEC expects iVote

Key Result Areas

to become an increasingly important means of voting for targeted groups, particularly considering the increasing prevalence of vision impairment as the population ages.

Voting Services on Election Day

On election day the types of votes taken at polling places were:

- 'ordinary votes' where the elector votes in a polling place in the electoral district where they are enrolled or at Sydney Town Hall Polling Place which serves as a polling place for all electoral districts; and
- 'declaration votes' where votes were of the following types:
 - absent where the elector is from outside the electoral district;
 - absent silent;
 - in district silent;
 - name not on roll;
 - name already marked off as voted; and
 - enrolment voting.

'On the day' Enrolment and Voting

Legislative changes allowed 'on the day enrolment and voting' for the first time at the March 2011 election. The eligibility criteria applying to electors included the person being 18 years or over and producing an acceptable form of photo identity and their name not appearing on the NSW statewide roll when checked at the polling place.

The NSW total 'enrolment new votes' taken at the 2011 State Election was 20,960 or 0.5% of total votes taken.

Ordinary Voting

For the 2011 NSW State Election the NSWEC established 2,627 polling places (including the Sydney Town Hall which operated as the polling place for all electoral districts). This was an increase of 142 polling places from the 2007 NSW State Election. The average number of polling places per district was 28. At the 2011 NSW State Election, 60.5% (1,450) polling places used by the NSWEC were NSW Department of Education and Training facilities. The remainder were sourced from private schools, community halls, community centres, church facilities and other venues. The NSWEC undertook an audit of the accessibility status of all new polling places. Statewide, 520 (21.7%) polling places had full wheelchair access and 961 (40.1%) had partial wheelchair access. All polling places were open from 8am to 6pm on 26 March 2011.

A total of 74.3% of electors voted on polling day and cast their ballot as ordinary votes. This was a decrease from 88.2% in the 1995 NSW State Election. The total number of ordinary votes taken was 3,188,142.

Absent Voting

On election day those electors who were unable to vote in their electoral district could absent vote. All polling places were able to issue ballot papers for electoral districts other than the one in which the polling place was situated. The number of absent votes was 409,035, an increase of 48.6% since the 1995 NSW State Election.

Sydney Town Hall and 'print on demand' ballot papers

There are 93 state electorates in New South Wales. NSWEC operates approximately 2,700 polling places across the State on election day and voters may vote in any one of these places. To allow for this, papers for all 93 electorates are held at every polling place.

The polling place at Sydney Town Hall sees thousands of electors from across the State (almost 5,000 in March 2011). In the past, voters needed to

know their electorate and to queue specially to pick up ballot papers for that electorate, which was a time consuming process. To simplify and speed up the process, NSWEC developed print on demand ballot papers. This meant that as electors arrived to vote, their details were electronically accessed and then a ballot paper for their electorate printed just for them. This was very successful, resulting in very short queues and a 97% satisfaction rating among voters.

Conduct of Elections – in Depth

Results

Electors were able to view results on the NSWEC's website from 6.30pm on election night. These results were progressively updated as counting proceeded.

Post Election Day Services

Non-voting Assistance

In the week following the election, the Elector Enquiry Centre assisted electors with enquiries concerning non-voting.

Compulsory voting and non-participation

The electoral legislation governs the enforcement of compulsory voting. The penalty for failing to vote in State elections is \$55. This was increased from \$25 to bring it into line with the penalty for failure to vote in a Local Government election and other jurisdictions. The revenue from non-voting fines is not provided to the NSWEC but to the NSW Government's Consolidated Fund.

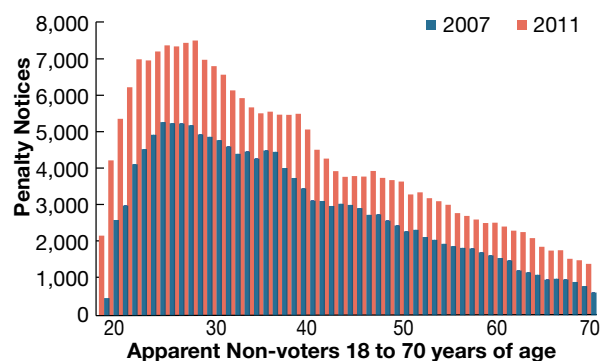
The NSWEC is required to follow up on those electors who appear not to have voted. The NSWEC issued penalty notices to apparent non-voters in late June 2011. These electors represented 5.1% of the roll.

If non-voters provide reasons acceptable under the legislation, they may be excused from voting. The NSWEC will report in the 2011/12 Annual Report its follow up of apparent non-voters. The details of those electors who fail to respond to the reminder notice will be referred to State Debt Recovery Office in late 2011 for further action. The *Parliamentary Electorates and Elections Act 1912* requires that this action occurs within 12 months from the date of election.

In 2011, considerably more penalty notices were sent to apparent non-voters than in 2007. The reasons included the NSWEC adopting a more stringent approach to non-participation and improved systems for identifying apparent non-voters.

Numerically, non-voters are more likely to fall in the younger age groups (22 to 28 years). The graph following compares penalty notices sent after the 2007 and 2011 elections across age groups.

Figure 19
Non-voter Penalty Notices by Age Group,
2007 and 2011 NSW State Elections.



Ensuring Equal Access to Democracy within the Community

The NSWEC acknowledges that different groups within NSW have differing needs for services and information to assist them fully participate in the NSW electoral system. The NSWEC has developed specific strategies for electors with disabilities, culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander people.

The NSWEC consulted with the NSWEC's Equal Access to Democracy Reference Group comprising representatives of peak bodies, consumer advocacy and organisations representing people with disabilities. Initiatives introduced for the 2007 NSW State Election, such as wheelchair accessible voting booths, luminous contrast design on cardboard furniture (to assist electors with depth perception) and the use of Vision Australia's and the Spastic Centre's premises for voting, were provided again in 2011. iVoting provided an additional option for electors with a disability.

It was not always possible to provide fully wheelchair accessible polling places in every instance as the NSWEC neither owns nor manages the polling places. Within each electoral district there was at least one polling place that was fully wheelchair accessible. In addition, the NSWEC used an Assisted Access Rating System to provide detailed information about the accessibility of each polling place.

Key Result Areas

Training material for Returning Officers and election officials included information on how they could best assist people with disabilities. Voting information in polling places was available in plain English and large type. Magnifying sheets and maxi pencils were available and accessible in every polling place.

The strategies developed for electors from culturally and linguistically diverse communities and for Aboriginal and Torres Strait Islander communities are described under the section 'Communication and Public Awareness' on pages 61 and 63.

1.4 Electoral Services for Candidates and Registered Political Parties

2011 NSW STATE ELECTION SERVICE COMMITMENTS FOR CANDIDATES AND REGISTERED POLITICAL PARTIES

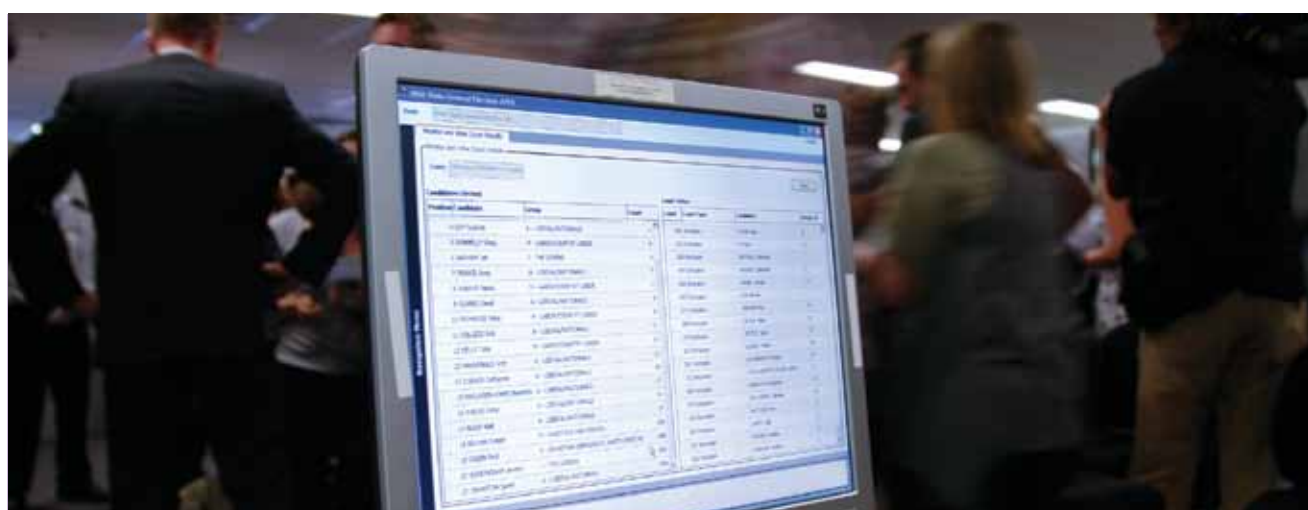
- Appropriate service options for nominations, appointing scrutineers and other candidate requirements
- Accessible, accurate and timely results
- Means to independently assure the integrity of the conduct of the count of ballot papers

And specifically for Registered Political Parties

- High quality services for registration, continued registration and other services
- Ability to lodge bulk registrations at the NSWEC head office
- Access to a site where results were progressively provided

2011 NSW STATE ELECTION PERFORMANCE TARGETS

- 100% of electoral districts complete the distribution of preferences within 48 hours of all votes being available (6pm Wednesday following election day)
- For any vote recount, the difference between the count and the recount for any candidate is less than 10 votes
- Survey responses from both candidates and registered political parties indicate satisfaction with services received
- Survey responses are used to establish benchmarks for future elections



2011 NSW State Election – announcement of results at the NSWEC Count Centre.

Conduct of Elections – in Depth

Registration of Political Parties

Political parties were required to be registered 12 months prior to the election. New party registration or re-registration of existing parties could be undertaken online. The application integrated the supply of required membership details with an enrolment look up facility to verify party membership enrolment status.

At the time of the issue of the Writs, the parties registered under Part 4A of the *Parliamentary Electorates and Elections Act 1912* were:

- Australian Democrats (NSW Division);
- Australian Labor Party (NSW Branch);
- Building Australia Party;
- Christian Democratic Party (Fred Nile Group);
- Country Labor Party;
- Family First NSW Inc;
- Liberal Party of Australia (New South Wales Division);
- National Party of Australia – NSW;
- No Parking Meters Party;
- Outdoor Recreation Party;
- Restore The Workers' Rights Party;
- Save Our State;
- Shooters and Fishers Party;
- Socialist Alliance;
- The Fishing Party;
- The Greens; and
- Unity Party.

Nominations

Nominations for the Legislative Assembly and Legislative Council opened on Saturday, 5 March 2011, when the Writs were issued, and closed at 12 noon on Thursday, 10 March 2011. Nomination withdrawals were required before noon on the day nominations closed.

Reforms to the nominations process entailed the introduction of email lodgement of scanned nomination papers, the ability to lodge deposits separately from nomination papers, and the ability to specify in their nomination papers a short or alternative form of their name for ballot paper printing.

Candidate Deposits

The deposit required from candidates for the Legislative Assembly was \$250 and for candidates for the Legislative Council \$500. For the Legislative Council, groups of 11 to 21 candidates, where nomination forms and deposit were lodged simultaneously, the nomination fee was \$5,000. For all other Legislative Council groups the fee was \$500 per candidate. Deposits had to be in the form of cash or bank cheque (including building society or credit union) only.

Deposits were refunded to candidates or registered political parties who met the criteria for refunds. The service standard for refunding of nomination deposits was met with refunds completed by the end of May 2011.

Registration of Electoral Material – How-to-Vote

Political parties or groups registered under the *Election Funding, Expenditure and Disclosures Act 1981* could apply to register joint how-to-vote cards. Applications for registration of electoral material opened after the close of nominations. The registration of electoral material commenced from Friday, 11 March at the NSWEC's head office and closed at 5pm on Friday, 18 March 2011.

The NSWEC met the service standard of processing the registration of electoral material applications within the shortest time possible (usually 24 hours).

Ballot Paper Draw

Returning Officers conducted the ballot paper draw for the Legislative Assembly at 2pm on Thursday, 10 March 2011 when nominations closed, and the draw for the Legislative Council was conducted by the Electoral Commissioner at 3pm on the same day.

Scrutineers

Scrutineers could be present in polling places on election day, the NSWEC's counting centre at Riverwood, and the sealing and unsealing of the iVote electronic boxes. Scrutineers were also able to attend the printing and secure parcelling of the printed iVote ballots prior to dispatch to Returning Officers.

Key Result Areas

Postal Vote Applications

Registered political parties could lodge completed postal vote applications at the NSWEC Processing Centre at Unit 11, 100 Belmore Road, Riverwood from Monday, 28 February 2011.

Results

Candidates were able to access results data from the NSWEC's website from 6.30pm on election day. The NSWEC provided registered political parties with access to a site progressively provided as results data became available from polling places commencing 6.30pm on election night.

Recount of Votes and Challenging Election Results

No recounts occurred in the 2011 NSW State Election although one was requested for the Wollongong electoral district. After considering the arguments for a recount, the Electoral Commissioner did not see a need for a recount and one was not undertaken.

Candidates can challenge the result of the election after the declaration of the poll by submitting a petition addressed to the Court of Disputed Returns no later than 40 days after the return of the Writ. Two challenges to the election outcomes are discussed under 'Legal Challenges to the 2011 NSW State Election Results' on page 25.

Declaration of the Poll

The declaration of results for the Legislative Council occurred on 12 April 2011. Declaration of results for Legislative Assembly occurred on 5 and 6 April 2011. The election results for the Legislative Assembly and Legislative Council were published in the press and on the NSWEC's website.

Return of the Writs

The Writs were returned to the NSW Governor on 13 April 2011. Their return formally marked the end of the election period.



2011 NSW State Election – ballot papers recounted and checked at the Sunday Check Count in the Returning Office.

Conduct of Elections – in Depth

1.5 Annual Operational Election Procedures

Other Elections conducted during 2010/11

In addition to the 2011 NSW State Election, the NSWEC conducted elections for Local Government councils and for clubs and statutory boards and industrial organisations. In undertaking these elections, the NSWEC undertook a range of activities set down in legislation or regulation.

Conduct of Local Government By-elections during 2010/11

During the reporting year the NSWEC conducted 16 Local Government by-elections. Details of all Local Government by-elections conducted during the reporting year are shown in the following table.

Figure 20
Local Government By-elections, 2010/11.

Council/ Ward	Election Date	Positions Vacant	Enrolment	Formal Votes	Informal Votes	Participation Rate %	Informality Rate %
Tumbarumba Shire Council	24/7/2010	1	2,390	1,824	48	78.3	2.6
Wentworth Shire Council	24/7/2010	1	4,078	3,181	74	79.8	2.3
Sutherland Shire Council – D Ward	16/10/2010	1	30,392	23,078	1,314	80.3	5.4
Strathfield Council	23/10/2010	1	20,542	13,241	627	67.5	4.5
Oberon Council	23/10/2010	1	3,526	2,806	34	80.5	1.2
Singleton Council (Referendum)	13/11/2010	n/a	14,742	Question 1 1 11,122	Question 1 304	77.5	Question 1 2.7
				Question 2 11,096	Question 2 330		Question 2 2.9
				Question 3 11,082	Question 3 344		Question 3 3.0
Guyra Shire Council – A Ward	11/12/2010	1	Uncontested				
Guyra Shire Council – C Ward	11/12/2010	1	1,009	754	17	76.4	2.2
Inverell Shire Council	11/12/2010	1	11,060	8,789	227	81.5	2.5
Bland Shire Council	12/3/2011	1	4,301	3,371	54	79.6	1.6
Broken Hill City Council	12/3/2011	1	13,379	10,976	321	84.4	2.8
Palerang Council	14/5/2011	1	10,019	7,191	447	75.1	6.0
Tenterfield Shire Council – C Ward	14/5/2011	1	923	684	7	74.9	1.0
Waverley Council – Hunter Ward	4/6/2011	1	9,821	5,758	156	60.2	2.6
Wakool – B Ward	4/6/2011	1	918	685	8	75.5	1.2
Balranald Shire Council	22/6/2011	1	Uncontested				

Key Result Areas

Elections for Clubs, Statutory Boards and Industrial Organisations

During the reporting year the NSWEC conducted 33 elections for clubs, statutory boards and industrial organisations. Details of the elections conducted are shown in Appendix 1.

Voting Services for Interstate Electors

The NSWEC provides a pre-poll service for interstate electors who are in NSW at the time of their election. During the reporting year the NSWEC provided voting services for the following inter-jurisdictional elections:

Figure 21
Inter-jurisdictional Elections, 2010/11.

Election day	State/Territory	Election
Sat, 2/10/2010	Western Australia	Armadale By-election
Sat, 9/10/2010	Northern Territory	Araluen By-election
Sat, 20/11/2010	New Zealand	Mana By-election
Sat, 27/11/2010	Victoria	State General Election
Sat, 19/2/2011	Victoria	Broadmeadows – State By-election
Sat, 5/3/2011	New Zealand	Botany By-election
Sat, 7/5/2011	Tasmania	Legislative Council Elections

These services are provided on a reciprocal basis with other electoral authorities.

Registration of Political Parties

The NSWEC is responsible for the registration of political parties, according to the requirements of the *Parliamentary Electorates and Elections Act 1912* and the *Local Government Act 1993*. The entitlements of registration include:

- party affiliation printed below the endorsed candidate’s name on ballot papers;
- nomination of candidates through a party’s registered officer or deputy registered officer;
- registration of election material (including how-to-vote cards) for distribution on election day;
- State registered party access to a copy of the electoral roll to be used for electoral purposes only;
- Local Government registered party access to the electoral roll available to the candidate they have nominated for an area; and
- State registered parties are eligible for election funding.

Under the legislation the NSWEC is required to maintain public registers that contain key information relating to each registered political party.

During the reporting year no new political parties were registered under the *Parliamentary Electorates and Elections Act 1912*. One new political party was registered under the *Local Government Act 1993*; the Australian Protectionist Party.

State registered political parties at 30 June 2011 are shown in Appendix 2. Local Government political parties registered with the NSWEC at 30 June 2011 are shown in Appendix 3.

Once registered, political parties are required to provide an annual return to the NSWEC demonstrating their continued eligibility for registration. Returns must be completed by 30 June each year, with parties demonstrating that they still have sufficient members to satisfy legislative requirements.

Conduct of Elections – in Depth

Cancellation of Parties' Registration

During the year no political parties had their registration cancelled under the provisions of the *Parliamentary Electorates and Elections Act 1912*. One party, Central Coast First, had its registration cancelled under the provisions of the *Local Government Act 1993*. Parties de-registered are set out in Appendix 4 and Appendix 5.

1.6 Analysis shows Good Performance against Targets during 2010/11

Corporate Plan Targets

In the reporting period we exceeded targets set in the NSWEC 2008-2011 Corporate Plan for the conduct of elections. Similarly, the NSWEC also performed well in conducting the 2011 NSW State Election, meeting the majority of its targets.

The NSWEC has two objectives for its work on the conduct of elections in the NSWEC 2008-2011 Corporate Plan, namely, that as a result of our services:

- people are able to exercise their democratic right to vote; and
- votes are counted accurately and in a timely manner.

Figure 22
Corporate Plan Measures and Outcomes for Key Result Area 1.

Corporate Plan Measures	Target	2009/10	2010/11
Key Result Area ① Conduct of Elections			
Percentage polling places where provisional first preferences are counted for the Legislative Assembly and Local Government elections on election night.	100%	100% ^a	98% ^c
Variance rates between count of votes and recount if any.	<10 votes	Nil ^a	Nil
Establish baseline measure of community members' satisfaction with the NSWEC's services in enabling them to vote.	n/a	89% ^a	89% voters satisfied with the time it took to vote; services provided by electoral staff and polling places 82.8% candidates felt the NSWEC met its NSW State Election 2011 Service Standards
Establish a baseline measure of the satisfaction of registered political parties with registration, continued registration and nomination services provided by the NSWEC.	n/a	n/a ^b	100% ^c
Establish a baseline measure of the community's, the media's and registered political parties' satisfaction with the timeliness and accuracy of results.	n/a	n/a ^b	Completed ^c

Notes:

n/a = not applicable.

a. 2010 Penrith State By-election.

b. Surveys were not conducted on this topic for State or Local Government by-elections in 2009/10.

c. 2011 NSW State Election.

Key Result Areas

The variance between the NSWEC's performance and the first target (percentage of polling places completing counting of first preference votes) is discussed below in the section on raising performance to meet all targets.

2010/11 Complaints and Feedback

The NSWEC improved its complaints handling system for the 2011 NSW State Election, introducing an online facility that enabled registration of all complaints from all stakeholders.

During 2010/11, the NSWEC received a total of 344 complaints the majority of which (58.4%) related to the March election. Other complaints concerned general matters and other elections run by the NSWEC. In relation to complaints raised about the State election, the three major matters of concern to complainants were website (20.2%), polling places (10.8%) and voting processes (8.9%). Comparisons with the 2007 election are unreliable due to the different categories used and the reporting mechanisms.

The online facility for making complaints was well received with the majority of complaints taken by the online facility (213, 61.9%) followed by 81 (23.5%) through correspondence, 48 (14%) by email and 2 (0.6%) by facsimile. All complaints bar five (1.5%) were resolved within 21 days as per the NSWEC's policy. Those not resolved within the target set were more complex and required a longer timeframe.

1.7 Analysis of Performance for the 2011 NSW State Election

Figure 23
Service Commitments under Key Result Area 1, 2011 NSW State Election.

2011 NSW State Election Service Commitments and Targets	Performance
Election night vote counting, recounts, Court challenges, iVote	
Election night vote counting: Legislative Assembly First Preferences *	
9:00pm 80%	✓ (86%)
10:30pm 95%	✓ (97%)
11:00pm –	✓ (98%)
Legislative Assembly Two Candidate Preferred *	
9:00pm 60%	✓ (60%)
10:30pm 80%	✗ (76%)
11:00pm 95%	✗ (80%)
Upper House *	
9:00pm 30%	✗ (17%)
10:30pm 60%	✓ (68%)
11:00pm 90%	✗ (79%)

* This refers to when results are posted on the NSWEC's website. It is not possible to achieve 100% of votes on election night when some remote polling places do not have telephone access.

Conduct of Elections – in Depth

Figure 23
Service Commitments under Key Result Area 1, 2011 NSW State Election – *continued*.

2011 NSW State Election Service Commitments and Targets	Performance
Election night vote counting, recounts, Court challenges, iVote	
100% of electoral districts complete the distribution of preferences for Legislative Assembly within 48 hours of all votes being available (6pm Wednesday following election day)	✘ (38%)
For any recount of votes, the difference between the count and the recount for any candidate is less than ten votes	No recounts occurred
Number of successful Court challenges to 2011 election results is zero	✓
Voter turnout exceeding the 2007 State General Election turnout of 92.7%	✘ (92.6%)
Minimum 10,000 votes are cast using iVote	✓ (46,864)
Return the Writs before the date required	✓
Initiatives such as iVote are evaluated	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓
Stakeholders' survey responses indicate satisfaction with services received	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓
Submit the NSWEC's report to the NSW Parliament on the conduct of the NSW State General Election 2011 by the end of November 2011	✓

Overall, all stakeholders were positive about the conduct of the elections. These responses have set service benchmarks for the NSWEC to exceed at future elections.

Raising Performance to Meet All Targets

Target – Conducting the Count of First Preference Votes

The NSWEC met its timing targets for providing results information to the public in the counting of first preference results in the Legislative Assembly and achieved 50% of the targets for releasing results data for Two Candidate Preferred counts in the Legislative Assembly. In some polling places staff were slower than anticipated to undertake and provide to the Returning Officer, the Two Candidate Preferred count. The NSWEC will look at alternate ways to structure staffing at polling places to enable these targets to be met in the future.

Target – Participation

The participation of electors in the 2011 NSW State Election is only marginally less (0.1%) than the participation rate achieved in the 2007 NSW State Election and is consistent with the rates achieved in other jurisdictions in recent elections.

Key Result Areas

Stakeholders Positive about Conduct of the 2011 NSW State Election

Electors

The NSWEC surveyed electors to obtain feedback on the services provided. The elector survey was undertaken by phone immediately after election day by an external research agency.

NSWEC – fair and impartial?

- Over eight in 10 (81%) eligible electors agreed that the NSWEC conducted the election in a fair and impartial manner.
- Reasons given for negative ratings mostly related to distrust of politicians, political bias and corruption of the democratic process. Reasons for positive ratings related to being satisfied with the voting process, and the transparency and unbiased processes.

How people cast their votes

- Almost three-quarters of voters voted as ordinary voters on election day. Most voted in their own electorate (94%). Approximately one in six voted before election day, and one in a hundred voters did not vote at all.
- Those aged 18-24 were significantly less likely to have voted in their own electorate (84%).
- Among those who voted prior to election day, the majority (60%) did so in person at a pre-poll centre. Just over one-third (36%) cast a postal vote, and 3% used iVote. The main reasons for voting early were 'travelling' (28%), 'unable to leave work' (22%), and 'convenience' (21%).
- Those in major cities were significantly more likely than the average to have voted by postal vote (46% compared with 36% overall).

Satisfaction with voting services

- Generally, voters were satisfied with the queuing time at their polling place, with almost nine in 10 (88%) saying they were either very satisfied or satisfied.
- There was also strong satisfaction with the services provided by electoral staff on polling day, with almost nine in 10 (89%) voters saying they were either 'satisfied' or 'very satisfied'.

- Similarly, voters showed strong levels of satisfaction with their polling places in general, with nine in 10 (89%) voters saying they were either 'satisfied' or 'very satisfied'.
- Those who voted before election day were also satisfied with the services they received. Eighty-six per cent of postal voters were satisfied with the service. Of the very small number of people surveyed who used the iVote service (3), all were satisfied.

Speed with which results were available

- Two-thirds of survey participants followed the results on election night (66%). Satisfaction with the speed with which results were available was high (77%), with over half 'very satisfied' (54%) and just fewer than a quarter 'satisfied' (23%).

Sydney Town Hall

- 86% of electors say that voting was quicker than voting at the last election and 79% say voting at Sydney Town Hall polling place was better than the last time they voted.
- 97% of electors are pleased with the time taken to vote at the Sydney Town Hall polling place and 95% are pleased with the assistance provided by polling place staff.

Candidates and Registered Political Parties

The NSWEC undertook a survey of candidates and registered political parties on the services it provided. The response from registered political parties was too small to be used for reporting. Of the total number of 809 candidates, 111 responded to the survey and none (100%) had been elected. The sample, therefore, reflects the views of unsuccessful candidates not necessarily the wider population of both successful and unsuccessful candidates.

NSWEC – fair and impartial?

Almost nine in 10 (89.1%) candidates felt that the NSWEC had conducted the election impartially and 4.7% did not know.

Conduct of Elections – in Depth

Election Conducted Satisfactorily?

- Nearly eight in 10 (78.3%) reported the NSWEC's conduct of the election as either satisfactory or very satisfactory. A total of 82.8% of those who had received a copy of the NSWEC's *Service Commitments NSW State Election 2011* charter felt that the NSWEC had met these standards.
- Many of the comments about where election services could be improved concerned pre-poll locations and numbers. A common perspective was that the pre-poll period should be shorter in view of the resourcing demands it placed upon candidates and parties to attend to provide how-to-vote cards at these locations and to answer queries.

Capacity of Returning Officers

- Satisfaction with Returning Officers was very high (87%).

Registering How-to-Vote Election material

- The majority of candidates reported that the NSWEC met its target of processing how-to-vote material within the 24 hour timeframe. Only 2% felt that the NSWEC did not meet this target.

Obtaining Results

- The majority (84.2%) were satisfied with the timeliness of NSWEC's information on results on election night.



2011 NSW State Election – ballot papers loaded for delivery to the Returning Officers throughout NSW.

Key Result Areas



2011 NSW State Election – 74.3% of electors voted as ordinary voters on election day, a decrease from the 2007 NSW State Election (88.2%).

1.8 Challenges and Future Directions

Continuous improvement is the only way to maintain performance, and the NSWEC will continue to seek ways to provide smarter and more efficient electoral services to all election stakeholders.

The NSW Parliament's Joint Standing Committee on Electoral Matters will provide an opportunity for the NSWEC to participate in an external review of its conduct of the 2011 NSW State Election.

Major challenges for the year ahead concern the fundamental review of the *Parliamentary Electorates and Elections Act 1912*, and adapting to the new legislative provisions for the provision of Local Government elections.

Additional challenges will arise from:

- changing stakeholder expectations (such as increasing demand for innovations in voting) and behaviour (evidenced by increasing usage of early voting options);
- development of constructive benchmarks for the provision of electoral services provided during election periods; and
- national and inter-jurisdictional projects aimed at improving electoral understanding and service efficiency and effectiveness.

Electoral Roll Management – Highlights of 2010/11

Key Result Area 2 Electoral Roll Management

Goals

As a result of our services:

- people who are eligible to enrol are on the roll; and
- the electoral roll is accurate so people can exercise their right to vote.

2011 NSW State Election Performance Targets

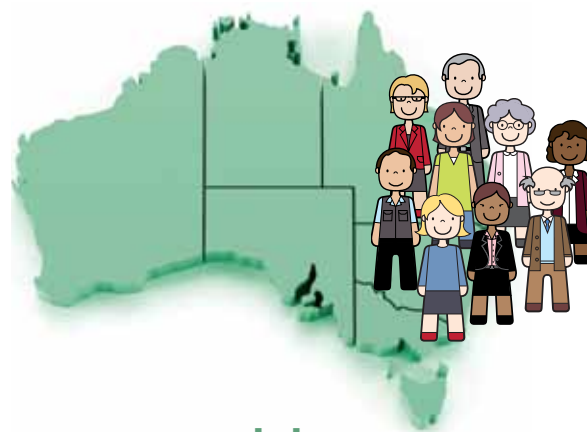
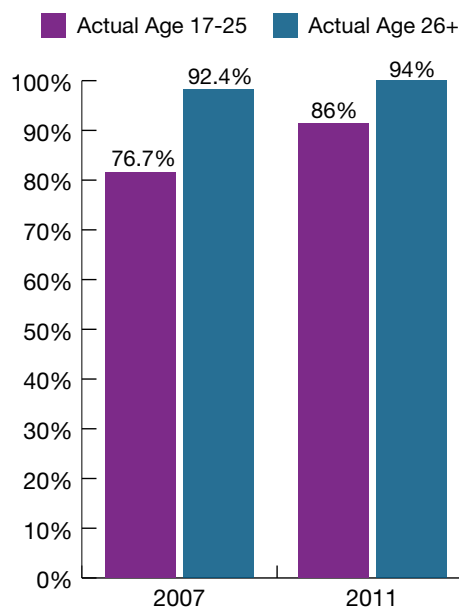
- 89% enrolment of eligible citizens aged 17-25 years
- 94% enrolment among eligible citizens 26+ years
- Automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register
- Initiatives such as automatic enrolment are evaluated
- Elector survey responses used to establish benchmarks for future elections

Achievements

Maximised the enrolment of NSW citizens

- In 2010/11, NSWEC reduced the estimated number of eligible but unenrolled electors (estimated at 400,000-450,000) by adding 69,695 electors to the NSW Electoral Register
- Met 2011 NSW State Election target for enrolment of eligible citizens aged 26 years and over (94%) and saw a 48% increase of electors aged 17 (but turning 18 on election day) on the NSW Electoral Register
- SmartRoll met target of adding 40,000+ correctly enrolled electors to the NSW Electoral Register
- 96% of electors surveyed report their enrolment details were correct

Figure 24
Eligible Citizens Enrolled to Vote,
2007 and 2011 NSW State Elections.



new provisions

allow **20,960** electors to enrol and vote in the election period in NSW, throughout Australia and overseas

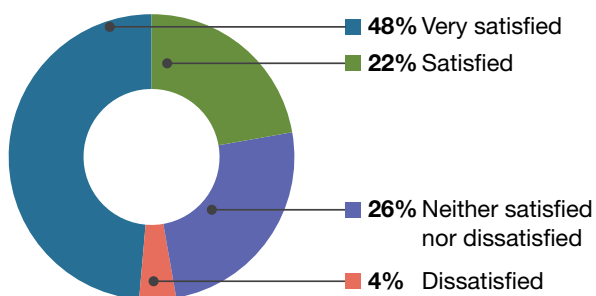
Key Result Areas



2011 NSW State Election – the Street and Locality Guide used by polling place officials to check the correct electoral district of an elector voting outside their district.

Successful implementation of SmartRoll and other Innovations

Figure 25
Electors' Satisfaction with SmartRoll, 2011 NSW State Election.



- Initiatives such as automatic enrolment and re-enrolment (SmartRoll) were found to be successful in enfranchising electors
- 20,960 electors utilised the 'enrol and vote' option in the 2011 NSW State Election

Challenges and Future Directions

- Expand SmartRoll to accurately enrol or re-enrol over 10,000 eligible NSW electors per week and reduce the number of 'missing electors'
- Provide roll products to councils in the new Local Government elections legislative environment
- Communicate the benefits of SmartRoll and assist other electoral jurisdictions with their adoption or understanding of automatic enrolment and re-enrolment

Electoral Roll Management – in Depth



2011 NSW State Election – NSWEC Official assisting electors to complete a declaration envelope to enrol and vote on the day.

2.1. Maximising enrolment and participation at the 2011 NSW State Election

HIGHLIGHTS

- 2011 NSW State Election enrolment targets met overall (see page 50)
- 96% of electors reported their enrolment was correct for the 2011 NSW State Election (see page 50)
- Successful implementation of automatic enrolment and re-enrolment (SmartRoll) initiative (see page 45)
- SmartRoll increases the registration of younger age groups typically under-represented on the electoral roll (see page 46)
- 20,960 electors utilise the 'enrol and vote' option in the 2011 NSW State Election (see page 29)

2011 NSW STATE ELECTION SERVICE COMMITMENTS

- Information and services that maximise elector enrolment and provide accurate enrolment details
- Informed, helpful and courteous assistance from NSWEC's electoral staff

2011 NSW STATE ELECTION PERFORMANCE TARGETS

- 89% enrolment of eligible citizens aged 17-25 years
- 94% enrolment among eligible citizens 26+ years
- Automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register
- Initiatives such as automatic enrolment are evaluated
- Elector survey responses used to establish benchmarks for future elections

Key Result Areas

2.2 Enrolment Services

An accurate electoral roll is essential for maintaining a healthy democratic system and for ensuring that those who are eligible to vote are able to do so. It has been estimated that the number of eligible electors unenrolled in NSW is approximately 400,000 to 450,000. The NSWEC introduced a major new initiative, SmartRoll, to ensure an accurate enrolment register and to encourage citizens to enrol.

Every Australian citizen resident in New South Wales, who is 18 years of age or older, is required to enrol and vote at Federal, State and Local Government elections and referendums.

A citizen is eligible to enrol if they meet the following criteria:

- 17 years of age or older (but vote when 18);
- Australian citizen (or a British subject who was on an Australian electoral roll on 25 January 1984); and
- resident at the present address for at least the last month.

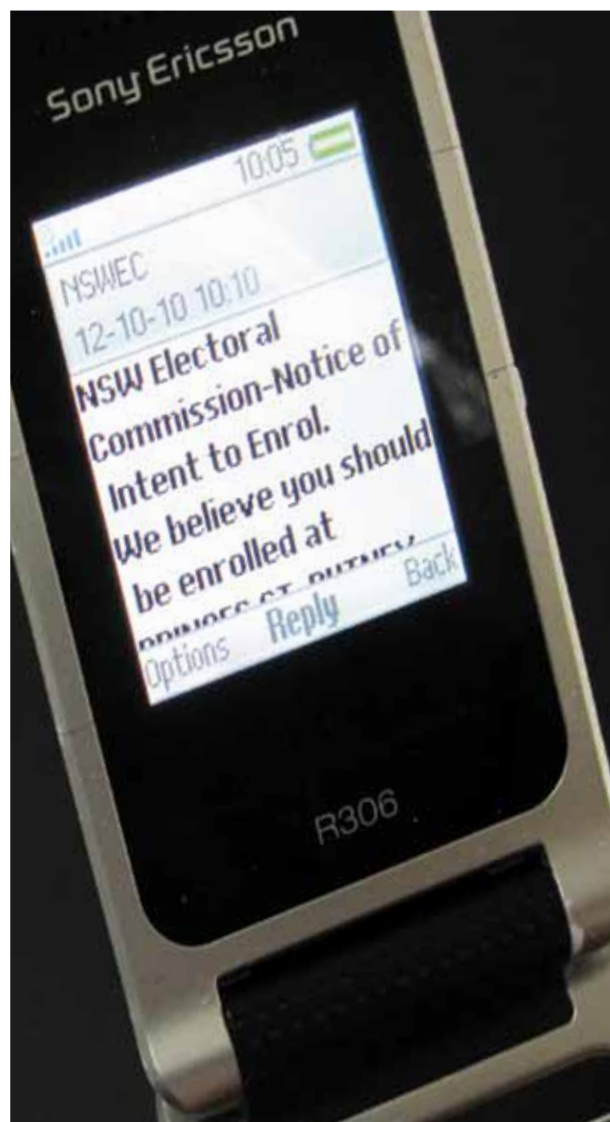
Automatic Enrolment and Re-enrolment – SmartRoll

During the reporting year, the NSWEC continued to research ways to increase enrolment in NSW and also introduced SmartRoll.

Before the advent of SmartRoll, eligible citizens had to initiate action to become enrolled or update their address details. The *Parliamentary Electorates and Enrolment Amendment (Automatic Enrolment) Act 2009* commenced in September 2010 to allow direct enrolment of electors and removed the need for electors to complete a written application form for enrolment or to change address details. The SmartRoll system uses data from other NSW government agencies to identify eligible but unenrolled or incorrectly enrolled people to add their correct details to the NSW roll. SmartRoll also supplies new enrolled data to the Australian Electoral Commission and produces 'roll products' for specific election events when needed.

The Act also allowed new enrolment and voting to occur up to, and on, election day for Parliamentary elections.

The original goal for the SmartRoll project for the 2011 NSW State Election was to SmartRoll 200,000 electors on the NSW Electoral Register before March 2011. The delayed commencement of the legislation prevented that level of SmartRoll enrolment for the 2011 NSW State Election and the amended target became up to 40,000 electors to be SmartRolled by the election.



2011 NSW State Election – eligible citizens received a SmartRoll SMS reminder to enrol to vote or update their details.

Electoral Roll Management – in Depth

Through the SmartRoll initiative, 42,172 electors were placed on the NSW roll for the 2011 NSW State Election who would not have been correctly registered if the NSWEC had used the Federal roll. Prior to SmartRoll, there were 5,684 17 year old candidates on the NSW electoral roll. SmartRoll added 2,749 citizens aged 17 years to the Register – an increase of 48%. The following table provides information on the contributions made by SmartRoll, as well as data on the participation of these SmartRolled electors in voting.

Figure 26
Electors Reached by SmartRoll, 2011 NSW State Election.

Voter Type	Authorised Roll	SmartRolled and Voted	%
SmartRoll new enrolment	18,996 (45%)	12,216	64.3
SmartRoll re-enrolment	1,030 (2.4%)	789	76.7
SmartRoll address update	22,146 (52.6%)	19,559	88.3
Total SmartRolled	42,172 (100%)	32,564	77.2

Few of the electors placed on the roll by the SmartRoll process were re-enrolments (2.4%). The majority involved updating the enrolment address (52.6%) followed closely by new enrolments (45%).

The independently conducted survey of electors undertaken following the 2011 NSW State Election found that of those electors who had their details updated by SmartRoll, 25% said that they would probably not have updated their enrolment details themselves.

SmartRolled Electors do Vote!

The data from the election in March 2011 shows that 77.2% of SmartRolled voters exercised their right to vote. This figure includes those who were re-enrolled by SmartRoll or who had enrolment details updated. The following table sets out participation by electors enrolled through SmartRoll. The highest proportion of electors who voted regardless of age categories was the group of electors who had their address details updated by SmartRoll.

Figure 27
SmartRolled Electors and Voting by Age, 2011 NSW State Election.

Voter Type	All Ages %	18 to 35 Years %	36 Years and Above %
On AEC Roll	92.3	88.3	93.8
SmartRoll new enrolment	64.3	66.3	51.7
SmartRoll re-enrolment	74.9	74.9	74.8
SmartRoll address update	87.5	86.5	89
Total SmartRolled	76.2	74.9	79.6

Post election, the SmartRoll system continues to operate and locate eligible and unenrolled electors. The NSWEC is currently enrolling 10,000 electors via SmartRoll each week and aims to capture at least 95% of all eligible first time voters, as well as assisting the 500,000 electors who move house each year and whose enrolment details need updating. The goal is to reach steady state automatic enrolment levels at the conclusion of the next State election in 2015 when it is estimated that up to two million electors will have had the benefit of SmartRoll.

Realistically it will take a full, four year election cycle to identify and enrol this eligible but unenrolled group. On an annual basis, this equates to a group of 110,000 'missing' electors which, when those who change their address are added,

Key Result Areas

becomes approximately 400,000 per year. The ongoing SmartRoll target is approximately 10,000-12,000 per week. This is the goal that the NSWEC predicts will be reached towards the end of the third quarter of 2011.

Through the introduction of automatic enrolment and re-enrolment, NSW has moved ahead of other jurisdictions. (Direct enrolment has been introduced in Victoria.)

Capital costs for development of the system, including the initial feasibility costs, were \$8.2 million, with annual recurrent costs of operation (including staff) of \$1.1 million.

2.3 Management of Enrolment throughout 2010/11

Joint Roll Arrangement with Australian Electoral Commission

The NSWEC has a joint roll arrangement with the Australian Electoral Commission (AEC) for the purposes of preparing, updating and revising rolls of electors for Federal and State elections.

Forms for electors to register for enrolment on the residential roll, or update their details, are available on the NSWEC website, at AEC offices and Australia Post outlets, and can be submitted by post, fax, email or delivered to an AEC office.

Changes of address can be registered, without a signature, via the AEC's website.

Close of Rolls

Due to the introduction of 'Enrol and Vote' legislation, there is no longer a formal 'Close of Rolls'. The NSWEC worked with the AEC to finalise the production of roll products which included certified lists for polling places, reference rolls and data for 'iRoll' – a product used at polling places to identify electors' correct enrolment data.

All electors enrolled on the Commonwealth/State electoral roll at 6pm on Monday, 7 March 2011 appeared on the appropriate district roll for the 2011 NSW State Election. Previously NSW closed its rolls on issue of Writs, however, the legislative changes enabled the NSWEC to continue accepting new enrolments. Under the new legislation, people not on the roll can enrol up to, and including, on election day.

In the month before 7 March 2011, 10,179 new enrolments were processed with 14% of these from people aged between 18 and 25, and the remaining 86% from those aged 26 or over. At 7 March 2011, the NSW population of eligible voters was 4,650,992 compared with 4,371,341 at close of roll for the 2007 NSW State Election.

Figure 28
Eligible Population on the NSW Electoral Roll, 2007 and 2011 NSW State Elections.

Date	Electors on the Roll	NSW Eligible Population ^a	% of Eligible Population on the Roll
At 6/3/2007 (roll close for the 2007 SGE)	4,371,341	4,848,423	90.2
At 7/3/2011	4,650,992	5,030,333	92.5

Note:

a. ABS data was used to calculate the numbers in this table: NSW population (total) at July 2007, and March 2011.

Electoral Roll Management – in Depth

Provision of Electoral Rolls

Under NSW electoral law, the NSWEC must provide electoral information to certain organisations and individuals for electoral process or law enforcement purposes. In the reporting year, the electoral roll was provided to:

- registered political parties;
- Members of the NSW Parliament;
- groups and candidates participating in the electoral process and State agencies such as NSW Police, Sheriff's Office, Independent Commission Against Corruption, Office of State Revenue, Department of Fair Trading and NSW Crime Commission; and
- certain health screening programmes – within National Health and Medical Research Council guidelines.

Electoral rolls are not available for sale and it is illegal to copy an electoral roll. Recent changes to NSW electoral laws place a heavy penalty on any organisation or person who has used electoral enrolment information for a non-approved purpose.

The principles outlined in the *Privacy and Personal Information Protection Act 1998* are observed by the NSWEC in managing the roll, and documented in the *NSWEC Policy and Guidelines for Disclosure of Electoral Enrolment Information*.

Registered political parties and Members of Parliament received the electronic equivalent of the relevant authorised roll(s) as soon as possible after the issue of the Writs. Upon the close of nominations, confirmed candidates could request an electronic version of the relevant district authorised roll following the completion of a declaration form available from the Returning Officer's office.

Legislative amendments introduced in 2010/11 saw the introduction of provisions enabling registered political parties and Members of Parliament to receive, upon request, information concerning electors' mode of voting. All registered political parties and candidates were reminded of their privacy and confidentiality responsibilities in the proper use of the electoral roll provided to them.

Discretionary Provision of Electoral Roll

Under section 31D of the *Parliamentary Electorates and Elections Act 1912*, other individuals or organisations may apply to access enrolment information. The NSWEC must identify the public interest in providing the requested information, and make a finding as to whether or not that request outweighs the public interest in protecting the privacy of personal information in the particular circumstances.

If the NSWEC makes a favourable finding, it may provide the list, and may charge a fee to cover the cost of provision.

Under section 31D, the NSWEC must also report all requests for copies of the NSW electoral roll. During the reporting year, 17 requests were received. In each instance the Electoral Commissioner concluded that the protection of personal information outweighed the public interest and the requests were not approved. Details of the requests appear in Appendix 6.

Key Result Areas

2.4 NSWEC met the Majority of its Enrolment Targets during 2010/11

Corporate Plan Targets

The NSWEC has two goals in its work on electoral roll management as set out in the NSWEC Corporate Plan 2008-2011, namely:

- ensuring that people who are eligible are on the roll; and
- ensuring that the roll is accurate so people can exercise their right to vote.

Figure 29
NSWEC Corporate Plan Measures and Outcomes for Key Result Area 2.

Corporate Plan Measures	Target	2009/10	2010/11
Key Result Area 2 Electoral Roll Management			
Percentage of voters' addresses correctly coded to electorates	100%	n/a ^a	n/a ^a

Notes:

n/a = not applicable

- a. This target is specific to Local Government Elections where coding of electors' enrolment details accurately to wards is difficult as ward boundaries change. Ward boundaries are not relevant to State elections or by-elections.

2.5 Analysis of Performance for the 2011 NSW State Election

Figure 30
Service Commitments under Key Result Area 2, 2011 NSW State Election.

Commitments and Targets	Performance
Maximising enrolment and participation	
89% enrolment of eligible citizens aged 17-25 years	✘ (86%)
94% enrolment among eligible citizens 26+ years	✓
Automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register	✓ (42,172)
Initiatives such as automatic enrolment are evaluated	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓

Electoral Roll Management – in Depth

Raising Performance to Meet All Targets

Target – Enrolment of Eligible Citizens aged 17-25 years

The NSWEC narrowly missed meeting this target with 86% rather than 89% enrolment of eligible electors aged 17 to 25 years. The delayed legislative processes put back the introduction of SmartRoll and were a factor in the NSWEC not reaching this target. The NSWEC will continue to work to improve the enrolment of younger potentially eligible electors using SmartRoll and working collaboratively with the AEC.

Electors Positive about Enrolment and SmartRoll in 2011 NSW State Election

SmartRoll

- Just over one in 10 (11%) of those surveyed were aware of SmartRoll, with younger people (aged 18-24) significantly more likely to be aware of the service (26% compared with 11%);
- Of those who had heard of SmartRoll, one in five (20%) had their details updated through the service. Of the small number of people who had their details updated through SmartRoll, one quarter said they would not have updated their details if not for this service.

Enrolment

- Among those who voted on election day, enrolment details were correct for the vast majority (96%).

2.6 Challenges and Future Directions

Automatic enrolment and re-enrolment will continue to be the major focus of the NSWEC under the 'Electoral Roll Management' key result area.

- Reach maintenance automatic enrolment levels by the conclusion of the next State election in 2015:
 - Expand data sources likely to provide reliable change of address data for SmartRoll.
 - Communicate the benefits of SmartRoll and assist other electoral jurisdictions with their adoption or understanding of automatic enrolment and re-enrolment.

Under the *Local Government Act 1993* council elections require a non-resident roll in addition to the roll of electors. In 2011/12, prior to the September 2012 Local Government Elections, the NSWEC will:

- inform Local Government General Managers regarding their responsibilities for non-residential electoral rolls in the 2012 Local Government Elections; and
- undertake the preparation of the non-residential roll for the Council of the City of Sydney for the 2012 Local Government Elections.



SmartRoll – by the 2015 NSW State Election it's estimated that two million electors will have had the benefit of SmartRoll.

Communication and Public Awareness – Highlights of 2010/11

Key Result Area 3

Communication and Public Awareness

Goals

- Citizens know their obligation to enrol and vote;
- Parties and candidates are informed of their entitlements and responsibilities; and
- The public and other stakeholders are informed of the conduct and outcomes of elections.

2011 NSW State Election Performance Targets

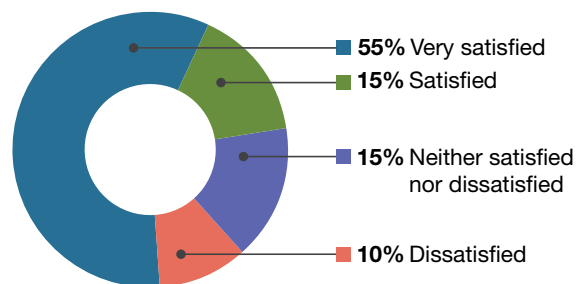
- Stakeholders could access accurate, timely and necessary information to understand their rights and obligations, and where to get help on electoral matters if needed;
- Results information to be available to media outlets within five minutes of entering the NSWEC's systems;
- Stakeholders' survey responses indicate satisfaction with services received;
- Survey responses from stakeholders are used to establish benchmarks for future elections; and
- Submit the NSWEC's report to the NSW Parliament on the conduct of the 2011 NSW State General Election by the end of November 2011.

Achievements

High stakeholder satisfaction with the NSWEC's 2011 NSW State Election information services

- 71% of electors felt well informed with information provided by the NSWEC for the 2011 NSW State Election;
- Electors positive about the NSWEC's call centre;
- 86.4% of candidates positive about the information they received about their responsibilities and entitlements for the 2011 NSW State Election and 85.6% of candidates reported receiving sufficient information from the NSWEC; and
- Media representatives very positive about the in-house media liaison function and information received.

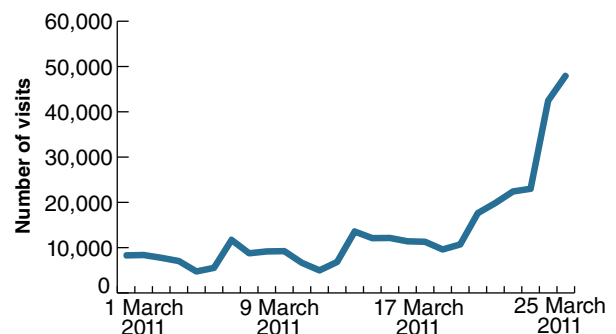
Figure 31
Electors' Satisfaction with NSWEC Call Centre,
2011 NSW State Election.



New event website specifically for the 2011 NSW State Election

- High usage of the NSWEC's election event website;
- Provision of printable online electoral services information able to be customised for individual electors; and
- Website animations in easy to understand plain English explaining voting and counting processes.

Figure 32
Number of Daily Visits to votensw.info Website
in March 2011, 2011 NSW State Election.

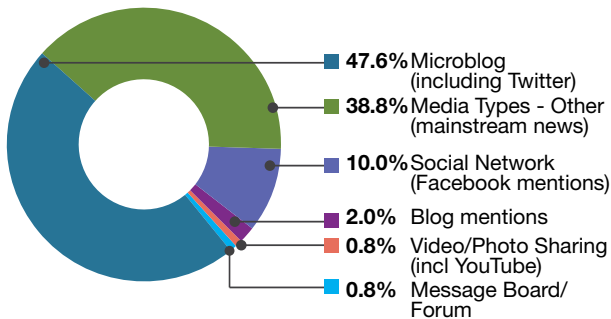


Key Result Areas

Successful trial of new forms of advertising and engaging with the eCommunity

- Internet advertising successfully used for first time for a NSW State Election; and
- NSWEC's use of social media (Facebook and Twitter) drew significant numbers of interested citizens to the NSWEC's 2011 NSW State Election website.

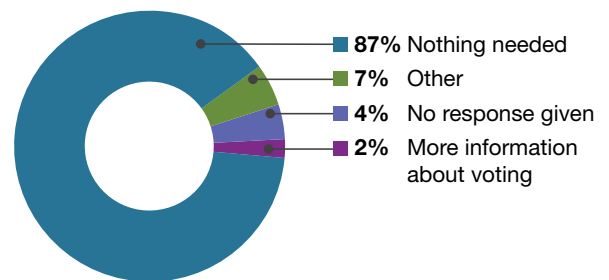
Figure 33
Proportion of Digital Media Mentions by Channel, 2011 NSW State Election.



Successful community education programmes

- Joint initiative with AEC to provide information and education to culturally and linguistically diverse communities;
- Information and education to Aboriginal and Torres Strait Islander communities for both the 2011 NSW State Election and the 2011 Aboriginal Land Council Elections;
- With the NSW Council for Intellectual Disability, produced three Easy Read booklets for the 2011 NSW State Election and NSWEC's website provides information in Auslan; audio and community languages; and
- 87% of electors from an electoral district with high non-English speaking profile, say that they required no further information from the NSWEC to be able to vote.

Figure 34
Information that could have made Voting Easier for Culturally and Linguistically Diverse Electors, 2011 NSW State Election.



Comprehensive and Timely Reporting to NSW Parliament

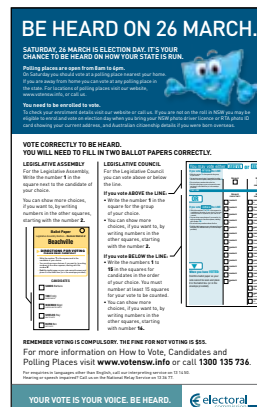
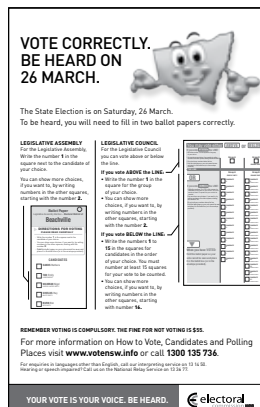
- NSWEC's report on the conduct of the 2011 NSW State Election provided early October 2011 ahead of schedule.

Challenges and Future Directions

The ongoing challenge for the NSWEC is to provide information in a way that successfully engages all groups in NSW with the democratic process. Specific needs in the coming year are:

- to provide website services and engage social media for 2012 Local Government Elections in a manner that best meets the community's needs within the resources of the NSWEC and Councils' capacity to pay;
- address the growing interest and demand for information on electoral statistics;
- develop the NSWEC's range of materials and way of communicating democratic rights and responsibilities; and
- extend the NSWEC's community education programme.

Communication and Public Awareness – in Depth



NSW State Elections 2011 – examples of Elector Information Campaign

3.1 Communicating Democratic Rights and Responsibilities for the 2011 NSW State Election

HIGHLIGHTS

- Successful engagement with broader community through digital advertising and social media (see pages 58 and 59)
- Electoral information strategies for culturally and linguistically diverse electors were reported to be very successful (see page 61)
- 87% of electors from culturally and linguistically diverse communities indicated that their information needs were met and 92% were satisfied with the information provided by the NSWEC (see pages 63 and 68)
- Elector Enquiry Centre took 90,522 enquiries – 85,774 telephone calls and 4,748 emails in seven weeks (see page 60)
- A new website votensw.info had nearly 550,000 visits in the three months before the State election (see page 59).

Key Result Areas

2011 NSW STATE ELECTION SERVICE COMMITMENTS

Electors

- Information and services that maximise elector enrolment and provide accurate enrolment details
- Useful, timely and accessible electoral information, including information on candidates, how to cast a formal vote and vote counting
- Services for people from culturally and linguistically diverse communities, people with disabilities, and indigenous and remote communities
- Easy to access and timely election results
- Informed, helpful and courteous assistance from NSWEC's electoral staff

Candidates and Registered Political Parties

- Accurate and timely information concerning the conduct and rules of the election
- Effective, efficient, informed, helpful and courteous assistance with enquiries from electoral staff
- Accessible, accurate and timely results
- Timely information on status of counts, any recount and declaration of polls
- Timely response to complainants, including allegation of breaches of electoral requirements
- Opportunity to comment on polling place locations prior to finalisation
- Access to a site where results were progressively updated

Media Representatives

- Briefing from the Electoral Commissioner on election arrangements, initiatives and information being provided
- Accurate, consistent and timely information concerning the conduct of the 2011 NSW State Election
- Historical information on past State elections by electorate and NSW as a whole
- Media centre on the NSWEC website containing media releases and other information
- Timely, accurate and informative responses to media enquiries
- Interviews upon request with the Media Officer or Electoral Commissioner
- Easily available, accurate and timely results

2011 NSW STATE ELECTION PERFORMANCE TARGETS

- Submit the NSWEC's report on the conduct of the 2011 NSW State Election to the NSW Parliament by the end of November 2011

Electors

- Electors are able to access accurate, timely and the necessary information to understand their rights and obligations and where to get help on electoral matters if they need it
- Electors indicate in their survey responses satisfaction with services received
- Elector survey responses used to establish benchmarks for future elections

Communication and Public Awareness – in Depth

2011 NSW STATE ELECTION PERFORMANCE TARGETS (CONTINUED)

Candidates and Registered Political Parties

- Registered political parties and candidates are able to access accurate, timely and necessary information to understand their rights and obligations, and where to get help on electoral matters if they need it
- Survey responses from both candidates and registered political parties indicate satisfaction with services received
- Survey responses are used to establish benchmarks for future elections

Media Representatives

- Journalists can access accurate and timely information on the NSWEC's website explaining the conduct of the election, results of past State elections and electoral statistics by electorate, where to get help and official comment on electoral matters if needed
- Results information to be available to media outlets within five minutes of entering the NSWEC's systems
- Survey responses from journalists indicate satisfaction with services received
- Survey responses are used to establish benchmarks for future elections.

3.2 2011 NSW State Election Communication Campaign

The NSWEC's regular ongoing communication and public awareness programme aims to emphasise to all, the importance of participating in the democratic system.

The objectives of the 2011 NSW State Election campaign were to create awareness of the coming election to maximise participation, encourage enrolment from those under-represented on the electoral roll and publicise voting arrangements such as key dates, polling places, candidates, services for Aboriginal electors, culturally and linguistically diverse electors and electors with disabilities, as well as special services for those in rural and remote locations.

The *Parliamentary Electorates and Elections Act 1912* requires the NSWEC to advertise certain electoral activities and milestones such as nominations. The NSWEC also provided a broader communication campaign using its website, media releases and liaison with community groups to promote an awareness of the coming election and to maximise participation.

The NSWEC's advertising campaign was organised around 10 messages:

- participation – the need to enrol and vote;
- issue of the Writs;
- candidate nominations;
- registration of candidates and registered political parties' how-to-vote material;
- arrangements for pre-poll and postal voting;
- arrangements for interstate and overseas voting;
- Candidates to Legislative Assembly and Legislative Council;
- voting formally for the Legislative Assembly and Legislative Council elections;
- remember to vote; and
- Legislative Assembly and Legislative Council election results.

Key Result Areas

The communication campaign commenced on 21 February 2011 with enrolment as the first press message. Advertising via television, radio and the internet followed in early March as provided below.

Figure 35
Advertising Campaign Schedule, 2011 NSW State Election.

Message	Media Form	Start	Finish
Enrolment	Newspaper	21/2/2011	4/3/2011
	Television	28/2/2011	6/3/2011
	Radio	28/2/2011	6/3/2011
	Internet	28/2/2011	11/3/2011
iVote	Newspaper	20/2/2011	5/3/2011
Issue of Writs	Newspaper	7/3/2011	7/3/2011
Call for nominations	Newspaper	7/3/2011	7/3/2011
Register How-to-Vote material	Newspaper	11/3/2011	11/3/2011
Pre-poll and postal voting	Newspaper	10/3/2011	16/3/2011
	Television	12/3/2011	17/3/2011
	Radio	12/3/2011	18/3/2011
	Internet	7/3/2011	20/3/2011
iVoting for overseas voters	Internet	17/3/2011	22/3/2011
Interstate and overseas voting	Newspaper	15/3/2011	15/3/2011
Candidates for Legislative Assembly and Legislative Council	Newspaper	14/3/2011	17/3/2011
How-to-Vote for Legislative Assembly and Legislative Council	Newspaper	17/3/2011	24/3/2011
Remember to vote	Newspaper	23/3/2011	24/3/2011
	Television	21/3/2011	25/3/2011
	Radio	23/3/2011	26/3/2011
	Internet	21/3/2011	25/3/2011
Results of Legislative Assembly and Legislative Council elections	Newspaper	15/4/2011	15/4/2011

The NSWEC engaged the community by:

- actively promoting participation for all groups in the community through advocacy bodies and their networks;
- seeking feedback from registered political parties and elected Members of Parliament on the number and location of pre-poll and polling places;
- providing briefing sessions for those intending to become candidates and for registered political parties;
- establishing online mechanisms for enquiries and feedback, including complaints of allegations of unlawful activities, to be raised with the NSWEC; and
- seeking feedback from all stakeholders on electoral services and the performance of the NSWEC.

Communication and Public Awareness – in Depth

Reaching More People More Cost Effectively

For the first time the NSWEC used the new forms of communication provided by social media and digital advertising to increase awareness of the election. The investment was \$369,000 for digital advertising and around \$32,000 for social media.

The results of these new forms of interaction were striking in maximising the distribution of election messages and eliciting use of the NSWEC's website.

Digital Advertising

Digital banner advertising was placed on major portals such as Fairfax Digital, News Limited, Nine MSN and Yahoo. The target audience was all people over 18 years but with a younger skew. Each advertisement invited viewers to click through to the NSWEC website for further action or more information. Digital advertising delivered a huge number of banner advertisements to internet users and an impressive number of direct 'clickthroughs' to the NSWEC website.

Figure 36
Digital Advertising Campaign Snapshot, 2011 NSW State Election.

Message	Advertisement Subject			
	Enrolment	iVote	Pre-poll and Postal	Remember to Vote
Date	28 February to 11 March	17 February to 22 March	7 to 20 March	21 to 25 March
Impressions ^a	34,531,490	4,010,848	40,008,726	29,602,030
Unique browsers ^b	6,892,499	1,453,007	8,225,197	5,905,063
Clicks ^c	21,198	2,136	22,070	18,353
Average Frequency ^d	5.01	2.76	4.87	5.01
Clickthrough Rate ^e	0.06%	0.05%	0.06%	0.06%

Notes:

- a. The total number of times the digital advertisements appeared (includes rich media, standard and default impressions).
- b. Total number of unique users exposed to the advertisement once only.
- c. The total number of times that users clicked on an advertisement.
- d. The average number of times a user was exposed to the advertisement.
- e. The percentage of total clicks of total impressions. (Clicks/Impressions).

Throughout the campaign, advertisements were served 108.2 million times to 22.5 million unique browsers. This delivered 63,657 people directly to the NSWEC's website through the links provided, showing the advertisements generated interest through direct recorded action. It is difficult to obtain such data for traditional forms of advertising in the press or on television without investing significant resources in specifically focused surveys.

Digital enrolment advertisements delivered 34.5 million impressions reaching 6.8 million unique browsers at the frequency of 5.015, meaning that people saw the digital display around five times during the campaign phase. The activity delivered over 20,000 'clickthroughs' to the NSWEC website – more than double the 10,000 clicks estimated. Direct electronic email communication to TAFE and university students provided through Student Services was read by 24,234 recipients and delivered a further 6,914 people to the NSWEC website for further information at a cost of \$3.76 per click.

Key Result Areas

The digital pre-poll and postal message delivered 40 million impressions reaching 8.2 million unique browsers at a frequency rate of 4.87; meaning that 8.2 million people saw the pre-poll and postal voting advertisements more than four times. This resulted in over 22,000 direct 'clickthroughs' to the NSWEC website.

Approximately 5.9 million unique browsers saw the 'remember to vote' message about five times each. This activity exceeded the goal of five million unique browsers and resulted in over 18,000 'clickthroughs' to the website for more information.

The digital iVoting advertisements were seen by 1.4 million people almost three times each. Equally importantly, the iVote advertisements generated 592 direct iVote applications with the Fairfax Sydney Morning Herald website delivering the highest conversion rate from the advertisements to completion of registration.

Social Media

The NSWEC established Facebook, Twitter and YouTube accounts for the election period. The accounts were established and administered by the Commission's advertising agency.

Twice daily updates were posted during the run-up to election day to Facebook and Twitter on various subjects relevant to the current phase of the election. Election day saw about a dozen updates during the course of the day. All posts included a link to a relevant section of the NSWEC website.

During the campaign period, Facebook delivered 5,091 visitors to the NSWEC's websites and had 3,306 active users interacting on the page. Twitter was the most active channel for mentions of the election overall. Social mentions peaked at 9,958 on election day with Twitter being the primary source of mentions. Twitter also delivered 749 visits to the NSWEC's websites. Searches undertaken from Twitter outnumbered the combined total for other communication channels such as message boards, forums, blogs, video or photo sharing, social network or Wiki. Wiki provided the lowest number of searches. Facebook followers peaked at around 1,100 on election night. Twitter followers

numbered around 300. The videos on YouTube were viewed more than 22,000 times, with those on iVote, pre-poll and counting of the votes the most popular.

It was important to have a social media presence in order to hear comments about the election and to be an active part of the conversation around the election. Through the social media project the NSWEC has learnt that social media is all about interaction. People using social media are looking for a dialogue, not just static information. Those communicating with the NSWEC in this form are an informal community linked by their interest in the democratic process and their preferred use of social channels to communicate. They have expectations that observations made will receive a response in the same way that complaints and enquiries do. The NSWEC actively monitored and responded to all posts during the election period but is now pausing to consider how to best use this communication form in the other elections it has responsibility to conduct.

The feedback received via social media indicated that people were pleased that the NSWEC was using social media and provided generally positive feedback on the material provided. One thing that people indicated an interest in seeing more of was 'behind the scenes' stories requesting a documentary style video or text or image blog about what goes on in voting and counting.

Website

The NSWEC re-designed and restructured its website and created an event specific website for the 2011 NSW State Election, 'votensw.info'.

Votensw.info was launched on 10 January 2011. This site contained all information relevant to the 2011 NSW State Election, giving stakeholders an easy to navigate site with access to everything they needed to know about the State election. This website was heavily utilised with over 575,500 visits over six months.

The pages most visited were:

- 2011 NSW State Election overview;
- pre-poll information; and
- polling place locations.

Communication and Public Awareness – in Depth

Key website features included:

- closed roll elector verification enabling voters to check and verify their enrolment;
- polling place locator utilising Google maps to enable voters to identify polling place locations;
- online iVote application to allow electors to apply for iVote;
- online postal vote application allowing electors to apply for a postal vote; and
- a new Community Education section.

The NSWEC also provided online access to an information brochure rather than post out 4.7 million brochures that potentially become landfill. This facility was viewed more than 450,000 times.

The main website (elections.nsw.gov.au) was also used heavily throughout the full year with over 812,000 visitors. The greatest usage occurred around the election period. The pages most visited were:

- NSW Electoral Commission main page;
- early voting information; and
- enrolment checking facility.

Figure 37
Number of Visitors to NSWEC votensw.info Website, 2011 NSW State Election.

Month	Unique Visitors	Number of Visits	Pages
January 2011	3,700	5,560	42,297
February 2011	40,047	57,904	277,692
March 2011	328,060	491,978	2,020,571
April 2011	20,814	40,912	99,608
May 2011	2,233	5,884	11,203

Material on the website changed according to the phases of the election and was supplemented by the telephone elector enquiry service, advertising and other activities.

iPhone/iPad Application

For the 2011 NSW State Election the NSWEC introduced a mobile application for the iPhone and iPad. Prior to election night, the application enabled users to access the 2007 election results and information relating to their electoral district. On election day, voters could use the application to locate and navigate to their nearest polling place. After the close of polls, the application provided live updates until the start of the check counts on Sunday morning.

Addressing Electors' Information Needs

Elector Enquiry Centre

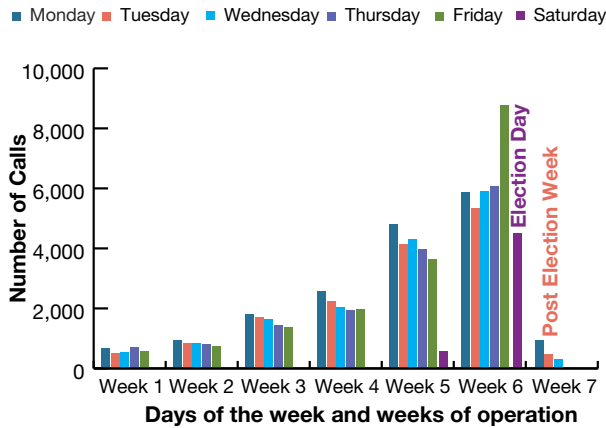
The NSWEC provided an Elector Enquiry Centre to answer electors' telephone and email enquiries. The Centre had a 1300 telephone number so callers from anywhere in NSW were able to make enquiries for the cost of a local telephone call. The call centre also had the capacity to assist electors with hearing difficulties or requiring translators.

The Centre was operational from Monday to Friday from 14 February 2011 to 8 April 2011; Saturday, 19 March 2011; and was open on election day, Saturday, 26 March 2011 from 8am to 6pm.

Key Result Areas

A total of 85,774 inbound calls and 4,748 email enquiries were received by the call centre. The proportion of calls abandoned was 1.9% (1,590). The trend was for high call volumes on Mondays particularly following the release of new advertising messages over the weekend, which decreased as the week progressed. Each week showed an increase in overall calls. The figure below shows this trend over the weeks leading up to election day.

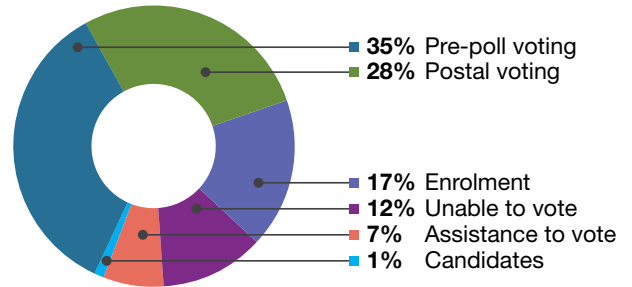
Figure 38
Call Volume Trends Leading up to Election Day, 2011 NSW State Election.



The week preceding the election was the busiest with a 36% increase in the volume of telephone enquiries. The day before the election was the busiest with 8,775 calls received.

The majority of calls concerned early voting with the nature of enquiries ranging from electors wanting to be excused from voting, to electors seeking postal vote applications and iVote registrations and queries regarding pre-poll locations and other matters. The following figure sets out the nature of telephone enquiries received.

Figure 39
Calls to the EEC by Nature of Telephone Enquiry, 2011 NSW State Election.



The Elector Enquiry Centre also took responsibility for email enquiries, dealing with 4,748 enquiries. After election day, the call centre assisted electors with enquiries concerning non-voting.

Inspection of Electoral Material on Election Day

Registered electoral material was available for inspection at Returning Officers' offices on election day between 8am and 6pm by electors registered to vote in the electoral district (and by scrutineers).

Electors with Disabilities

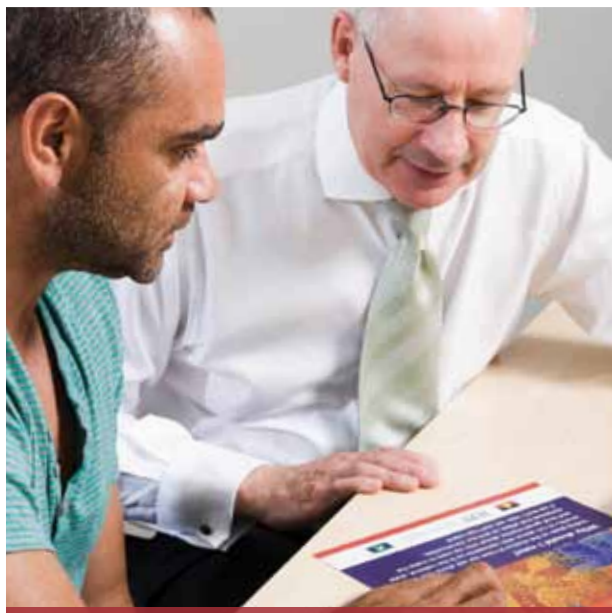
The focus for the NSWEC for the 2011 NSW State Election for electors with disabilities was the iVote initiative which was promoted in the NSWEC's communication campaign. In addition, in recognition that many electors needed information concerning accessibility of polling places as well as location, the NSWEC provided an access rating for each polling place. Information on polling places was displayed as interactive Google maps on the NSWEC's website from mid January 2011 as was additional information concerning the types of aids and other assistance electors could expect at polling places.

Culturally and Linguistically Diverse Communities

The NSWEC acknowledges that people from culturally, linguistically and religiously diverse backgrounds make up a significant part of the NSW community and is committed to meeting the needs of these electors in relevant, accessible and inclusive ways.

The community information strategy developed for the 2011 NSW State Election used the NSWEC's

Communication and Public Awareness – in Depth



2011 NSW State Election – Indigenous advertising campaign, Nathan Blacklock, Indigenous mentor, in discussion with Colin Barry, Electoral Commissioner.

‘Indigenous and Culturally and Linguistically Diverse Communications Plan’. The research identified:

- 13 electoral districts with the highest informal voting rates at the 2007 NSW State Election, also had the highest populations of people who spoke a ‘language other than English’ at home;
- the top three language groups within these 13 electoral districts were Arabic, Vietnamese and Chinese; and
- the main electoral information gaps within these communities related to:
 - enrolment, in particular changing or updating enrolment;
 - how to cast a formal vote; and
 - differences between Federal, State and Local Government voting, in particular formal voting requirements.

The community information strategy included:

- simple, easy to understand ‘Instructions for Voting at NSW State Elections’ translated into 20 languages and available at all polling places and pre-poll voting centres in NSW;
- large posters at polling place entrances to inform electors, in these 20 languages, that information

about voting was available in their language at the polling place;

- brochure ‘Enrolment – Get on the roll, stay on the roll’ produced in eight languages (including Arabic, Chinese and Vietnamese) on the NSWEC website and distributed widely particularly to relevant organisations in the 13 identified districts;
- brochure ‘The 3 Elections in Australia – What they are for and how-to-vote at each of them’, produced in eight languages (including Arabic, Chinese and Vietnamese) distributed as above;
- three ‘Election Newsletters’ distributed to over 5,000 community organisations. The newsletters were translated into Arabic, Chinese and Vietnamese and distributed to specific organisations for these language groups;
- telephone interpreting service phone number provided in all brochures, newsletters and advertising;
- advertising in a range of languages on ethnic radio and in press;
- Returning Officers provided with demographic census data for their district and encouraged to recruit election officials with relevant language skills for polling places in their area; and
- all materials were made available via the website.

The following strategies were put in place for the 13 identified districts:

- additional copies of ‘Instructions for Voting at NSW State Elections’ in the top five languages in each district provided to all polling places;
- “I speak [language]” stickers for election officials to wear if they spoke a language other than English;
- community information sessions on elections and voting to various organisations within these districts, using translators where required;
- targeted contact with organisations in these areas to provide brochures in appropriate languages and to conduct information sessions;
- poster advising in eight languages that information was available as described above; and
- cultural awareness briefing of all Returning Officers in these districts.

Key Result Areas

The language translations undertaken by the NSWEC for its advertisements are provided below.

Figure 40
Language Translations for Enrol, Pre-poll, Postal, How-to-Vote Media Advertisements, 2011 NSW State Election.

Television 8 languages			
Arabic	Chinese	Greek	Italian
Tagalog (Pilipino)	Hindi	Korean	Spanish
Radio 18 languages			
Arabic	Cantonese	Croatian	Dari (Afghani)
Greek	Italian	Khmer	Korean
Laotian	Macedonian	Mandarin	Portuguese
Russian	Serbian	Spanish	Thai
Turkish	Vietnamese		
Press 18 languages			
Arabic	Assyrian	Chinese	Croatian
Dari	Greek	Italian	Japanese
Khmer	Korean	Macedonian	Portuguese
Russian	Serbian	Spanish	Thai
Turkish	Vietnamese		

The NSWEC actively recruited bi-lingual or multi-lingual staff to work in the election, particularly in areas with large populations of people speaking a language other than English. Around 15% of all staff employed for the election were bi-lingual or multi-lingual.

Following the election, the NSWEC conducted a survey of community organisations to assess satisfaction with the community information strategy. Of the respondents, 86.6% said the information they received about the 2011 NSW State Election was 'very' or 'fairly' useful, and 94.8% of respondents rated the NSWEC's provision of information as 'good', 'very good' or 'excellent'.

An independent elector survey was also conducted at Greenacre in the electoral district of Bankstown on election day, which is one of the 13 identified high culturally and linguistically diverse electoral districts. The majority of electors (92%) surveyed said that they were 'satisfied' with the information provided by the NSWEC, and 87% said 'no additional information was required'.

Services for Aboriginal and Torres Strait Islander Electors

In 2009 the NSWEC developed an 'Indigenous and Culturally and Linguistically Diverse Communications Plan' (ICC Action Plan). The Plan provided the foundation for the NSWEC's engagement with these communities for the 2011 NSW State Election and its advertising.

The NSWEC's 'Aboriginal and Torres Strait Islander Action Plan 2010-2012' guided efforts to increase Aboriginal and Torres Strait Islander enrolment and voting, improve the provision of information to these electors, and promote the recruitment of Aboriginal and Torres Strait Islander people as election officials.

Communication and Public Awareness – in Depth

The NSWEC worked with the AEC to disseminate information and education about enrolment and voting for Federal, State and Local Government elections. This combined effort utilised the Federal Government's funding of an Indigenous Electoral Participation Programme aimed at increasing levels of enrolment, voter turnout, and formal voting in urban, regional and remote areas. The NSWEC worked closely with programme officers, in particular the four NSW field officers, the NSW co-ordinator and the national director of the programme, to deliver information to Aboriginal and Torres Strait Islander people and communities.

Joint initiatives included:

- providing NSW Indigenous Electoral Participation Programme (IEPP) field officers with training and State election relevant resources;
- three NSWEC information brochures customised for an Aboriginal and Torres Strait Islander audience;
- targeted recruitment, through IEPP field officers, of Aboriginal and Torres Strait Islander electors to work as election officials in polling places, particularly where there were large Aboriginal communities. This included work opportunities at both the 2011 NSW State Election (where 195 Aboriginal or Torres Strait Islander people were employed as election officials) as well as the Aboriginal Land Council elections in August 2011;
- information stalls at the Yabun festival in Sydney in January 2011; and
- recruitment and training of 52 Aboriginal and Torres Strait Islander "Electoral Awareness Officers" who worked within Aboriginal communities in 18 electoral districts before the NSW election and then at 38 identified polling places on election day to encourage Aboriginal people to participate in the election.

Addressing Candidates and Registered Political Parties' Information Needs

The NSWEC produced handbooks for registered political parties, candidates, groups and scrutineers outlining relevant processes and procedures and legislative requirements for the State election and Local Government by-elections. Material for registered political parties, candidates, groups and scrutineers was available on the NSWEC's website from November 2010 to coincide with the candidate seminars. The NSWEC also provided briefings, a call centre, bulletins, and access to Returning Officers to also assist registered political parties, candidates, groups and scrutineers. The NSWEC website had specific pages for registered political parties, candidates, groups and scrutineers.

Registered political parties, candidates, groups and scrutineers could provide feedback to the NSWEC via correspondence, telephone, facsimile and online. The NSWEC was unable to consider allegations of electoral offences in the absence of the complainant providing evidence to substantiate the claim and does not investigate allegations regarding the truth of registered political parties, candidates, groups and scrutineers campaign claims.

The standards applied were those in the NSWEC's 'Feedback and Complaints Policy' for general complaints.

NSW State Election 2011 Candidates' Handbook

Detailed information for those considering standing as a candidate was provided in the 'Candidates Handbook'. The handbook provided information relevant to the House of Parliament for which the candidate was standing and contained information on the nomination process, election advertising, registration of how-to-vote material, electoral offences and electoral funding. It was available from early January 2011.

Candidates also received a 'Scrutineers Handbook' to assist them and their scrutineers understand their entitlements and responsibilities.

Key Result Areas

Candidate Enquiry Desk

The NSWEC established a phone support service for candidates' enquiries. The service commenced in October 2010 from Monday to Friday from 9am to 5pm and continued throughout the election period.

Candidate Information Seminars

The 'Candidate Briefing Sessions' were provided throughout NSW in October and November 2010 and again in February 2011 once legislative amendments were passed by the NSW Parliament. The number and locations are provided in Appendix 7. The seminars provided information on:

- recent legislative changes;
- the election timetable;
- election advertising;
- the electoral roll;
- nominations for the Legislative Assembly and the Legislative Council;
- electoral material;
- voting (pre-poll, polling places, postal voting, absent voting etc);
- scrutineering;
- counting of results; and
- election funding and disclosure.

Copies of the NSWEC's *Service Commitments Charter for the NSW State Election 2011* were provided to candidates who attended these sessions.

Registered Political Party Information Sessions

Briefing sessions were held for registered political parties in late November and early December 2010 covering:

- the NSWEC's service commitments;
- the election timetable;
- key amendments to the *Parliamentary Electorates and Elections Act 1912* and changes to the *Election Funding, Expenditure and Disclosures Act 1981* since the 2007 NSW State Election;
- enrolment issues, including automatic enrolment and provision of electoral rolls;

- elector services and voting on election day, polling place locations, ordinary, absent and enrolment voting, declaration vote categories;
- Returning Officers' offices, nomination and scrutineer procedures and handbooks;
- registration of how-to-vote material;
- count of ballot papers for Legislative Assembly, Sunday Check Count, distribution of preferences, two candidate preferred and proposed times;
- Legislative Council operations and count;
- results on NSWEC website, presentation of statewide results and swings;
- declaration of candidates, recounts; and
- declaration of results for Legislative Assembly and Legislative Council.

Candidates and parties could contact the Returning Officers. Returning Officers' offices were open to the public from Monday, 7 March 2011 and the contact details were on the NSWEC's website.

Consultation on Polling Places

The NSWEC in late 2010 consulted with registered political parties and existing Members of Parliament on the proposed number and location of pre-poll, polling places and declared institutions proposed for the 2011 NSW State Election. These representatives have excellent local knowledge of needs and venues which is very useful to access. The closing date for comments was 22 November 2010 after which the NSWEC finalised the locations of pre-poll and election day polling places.

Bulletins to Registered Political Parties

From late December 2010, the NSWEC maintained communications with registered political parties through regular email bulletins which provided material specific to each electoral district such as the location and contact details of the Returning Officer's office and pre-poll and polling places. The bulletins also provided information on nomination and registration of how-to-vote processes and other activities.

Communication and Public Awareness – in Depth

Inspection of Electoral Material on Election Day

Registered electoral material was available for inspection at Returning Officers' offices on election day between 8am and 6pm by scrutineers.

Addressing Information Needs of Media Representatives

The media play an important role in raising community awareness of the NSW State Elections. In 2011, the NSWEC assisted the media by providing:

- a face-to-face briefing by the Electoral Commissioner in early 2011 at NSW Parliament House attended by 35 media representatives;
- a dedicated media liaison contact officer responsible for media releases and responses to media requests throughout the election period;
- interviews on request with the Media Officer or the Electoral Commissioner; 79 interviews were provided on 32 regional, Sydney metropolitan or NSW-wide radio and TV stations;
- visits and filming in Returning Officers' offices and polling places using the NSWEC protocols;
- comprehensive online information on electoral district profiles, fact sheets and 'Answers to Frequently asked Questions', media releases, and a guide to the virtual tally room explaining the presentation of results. This information was provided on a part of the NSWEC's election event website specifically designed for media representatives; and
- electoral statistics from the 2007 NSW State Election concerning, for example, participation and informality rates as well as enrolment figures. This was available across electoral districts as well as at an aggregated State level.

The NSWEC also provided information on the initiatives SmartRoll and iVote as well as the other improvements implemented for the 2011 NSW State Election.

Results

The NSWEC provided media outlets with access to a site where a series of XML files were progressively provided of results data as it became available from polling places commencing 6.30pm on election night.

3.3 Communications and Public Awareness throughout 2010/11

The focus of the NSWEC's communication and public awareness activities during the reporting period was primarily upon raising awareness of the 2011 NSW State Election and the provision of related information to all stakeholders. In addition, the NSWEC undertook awareness raising activities of other elections such as the NSW Aboriginal Land Council Elections (held August 2011), the Electoral Trades Union of Australia (NSW Branch) Quadrennial Elections and the Riverina Citrus Committee Elections among others. The conduct of other elections was advertised and also communicated on the NSWEC's website as were the obligations and entitlements of registered political parties.

Key Result Areas

3.4 NSWEC Meets Communication Performance Targets for 2010/11

Figure 41
NSWEC Corporate Plan Measures and Outcomes for Key Result Area 3.

Corporate Plan Measures	Target	2009/10	2010/11
Key Result Area 3 Communication and Public Awareness			
Establish baseline measure of the % of surveyed community members who are enrolled to vote	n/a	n/a ^a	Completed ^b
Percentage of electors aware of the NSWEC's information campaign	75%	n/a ^a	n/a ^b
Report on conduct of elections to be completed	6 months from election day	n/a	✓

Notes:

n/a = not applicable

- a. Surveys were not conducted on this topic for State or Local Government by-elections in 2009/10.
- b. It was found that this measure was impossible to accurately measure as electors could not reliably recall what was NSWEC information from other sources of information.

In relation to the target concerning the 'percentage of electors aware of the NSWEC's information campaign', when this question was used in surveys for the 2008 Local Government Elections, it was found that electors could not reliably recall who provided election information. The NSWEC now asks stakeholders about their level of satisfaction with the information provided by the NSWEC for elections.

3.5 Analysis of Performance for the 2011 NSW State Election

Figure 42
Service Commitments under Key Result Area 3, 2011 NSW State Election.

Targets	Performance
Communicating democratic rights and responsibilities	
Stakeholders could access accurate, timely and necessary information to understand their rights and obligations, and where to get help on electoral matters if needed	✓
Results information to be available to media outlets within five minutes of entering the NSWEC's systems	✓
Stakeholders' survey responses indicate satisfaction with services received	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓
Submit the NSWEC's report to the NSW Parliament on the conduct of the 2011 NSW State Election by the end of November 2011	✓

The NSWEC met all of its performance targets for communication of democratic rights and responsibilities as the above table shows.

Communication and Public Awareness – in Depth

Feedback from Stakeholders

Electors

NSWEC's call centre

- The proportion of those who were 'satisfied' or 'very satisfied' with the NSWEC call centre was significantly higher than the proportion of those 'satisfied' or 'very satisfied' with the Australian Electoral Commission call centre during the 2010 Federal Election (60% compared with 39%).

NSWEC's website

- Almost one in five (18%) of those surveyed visited a NSWEC website after the 2011 NSW State Election was announced. Among these, the most common reason for doing so was to check the location of the nearest polling place (24%), check the election results (22%), or find out who the candidates were (12%).
- Just over half of those who visited the NSWEC website (56%) were 'satisfied' (including 20% being 'very satisfied').

Speed with which results were available

- Two-thirds of survey participants followed the results on election night (66%). Satisfaction with the speed with which results were available was high (77%), with over half 'very satisfied' (54%) and just fewer than a quarter 'satisfied' (23%).

How 'informed' voters felt

- Generally, electors felt well informed, with seven in 10 (71%) saying they felt either 'fully' or 'fairly' informed. Almost one in five (18%) said they

wanted further information about voting, with the majority (53%) wanting information about 'parties or candidates'.

Culturally and Linguistically Diverse Polling Place

- 98% of electors were satisfied with voting.
- Of those who spoke a language other than English, 66% were aware of multi-lingual elector staff.
- 87% of all electors surveyed said that no further information was required to make voting easier.

Candidates

- Candidates were positive about the information they received about their responsibilities and rights, and where to get help on electoral matters if needed (86.4%). Of those who called the information help desk, 79.2% received the information they required.
- 85.6% of candidates reported receiving sufficient information.

Media Representatives

The NSWEC surveyed journalists to obtain feedback, however, the number responding was small (24) and the feedback is indicative only. The survey found that:

- the vast majority felt the NSWEC had conducted the election impartially; and
- the majority were satisfied with the services provided by the NSWEC's media spokesperson and the information provided by the NSWEC's online tally room, particularly the timeliness of updates.

3.6 Challenges and Future Directions

The growing usage of internet based forms of communication, particularly by younger age groups sets the context for the communication challenges for the NSWEC in coming years. The NSWEC will:

- further the use of more technological approaches better geared to younger and more electronically oriented electors;
- continue to develop future election communication strategies suited to each stakeholder group and those needing greater support to participate in the electoral system, including electors with disabilities, culturally and linguistically diverse communities, and Aboriginal and Torres Strait Islander people; and
- develop communication strategies suited to the councils which choose the NSWEC as their service provider for the 2012 Local Government Elections.

Key Result Areas



2011 NSW State Election – 98% of electors at a polling place in a high culturally and linguistically diverse community, were satisfied with voting services.

Organisational Development and Innovation – Highlights of 2010/11

Key Result Area 4

Organisational Development and Innovation

Goals

As a result of our organisational development efforts:

- the NSWEC has the staff, systems and processes to provide value for money to the people of NSW in accordance with government policy; and
- income is generated from new business opportunities.

2011 NSW State Election Performance Targets

- Adhere to the budget provided
- Reduced number of occupational health and safety incidents that lead to worker compensation claims compared with the 2007 State General Election
- Ordinary votes in 95% of polling places (taken from electors resident in the electoral district) do not vary from estimated numbers by more than 5% plus or minus
- Election staffing allocations are within a range of plus or minus 5% of estimated requirements
- Processing of 'How-to-Vote' materials completed in the shortest possible time with the target being within 24 hours
- Refunding of candidate deposits in accordance with legislative requirements, completed by late May 2011
- Survey responses from stakeholders are used to establish benchmarks for future elections
- Initiatives such as 'on the spot' printing of Legislative Assembly ballot papers at Sydney Town Hall are evaluated

Achievements

Responsible financial management

- Met budget targets and achieved State Election actual operating expenditure of \$40.917 million against a budget of \$41.153 million, a 2.3% under budget variation with a total 2010/11 actual operating

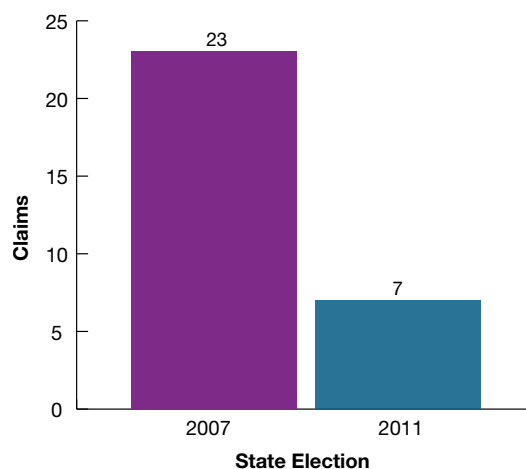
expenditure of \$57.190 million against a budget of \$65.512 million, a 12.7% under budget variation

- Candidates' deposits refunded on schedule by late May 2011

Sound human resource management

- Reduction in number of occupational health and safety incidents that led to workers' compensation claims
- Expansion of online training to Returning Officers, Senior Office Assistants, Polling Place Managers, Declaration Vote Issuing Officers for the March 2011 NSW State Election
- Development of Standard Operating Procedures for Returning Officers and their staff for the 2011 NSW State Election
- Introduction of a formalised performance assessment process of Returning Officers, Senior Office Assistants, Polling Place Managers and Deputy Polling Place Managers

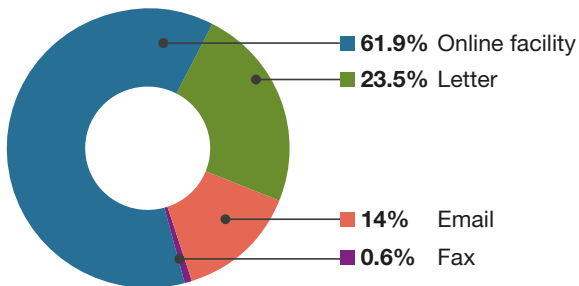
Figure 43
Improvement in Occupational Health and Safety,
2007 and 2011 NSW State Elections.



Effective administration

- Completed processing of how-to-vote materials in the shortest time possible and within 24 hours
- Successful completion of large scale logistics project for the acquisition, distribution and return of election material and equipment for the 2011 NSW State Election
- Improved the NSWEC's sustainable use of resources and saved almost 74 tonnes of paper
- Introduction of Business Continuity Plan for the 2011 NSW State Election
- Implemented online stakeholder feedback and responded to 365 feedback communications within the NSWEC's customer service standard

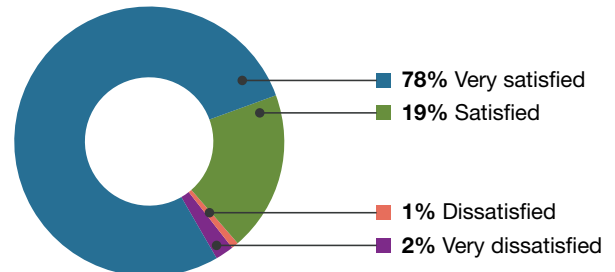
Figure 44
Take up of Online Mechanism for Registering Complaints, 2010/11.



Innovations

- Successful implementation of Centralised Postal Vote Application system and electronic systems to improve functioning of NSW's busiest polling place, the Sydney Town Hall
- Satisfaction with Voting Services at Sydney Town Hall polling place

Figure 45
Satisfaction with Voting Services at Sydney Town Hall polling place, 2011 NSW State Election.



Challenges and Future Directions

- Successfully manage the changed business arrangements arising from the new legislative arrangements for providing election services to Councils
- Maintain and improve the NSWEC's sustainability achievements of 2010/11
- Obtain the best procurement and logistical arrangements to support the conduct of the 2012 Local Government Elections
- Further develop and refine the recruitment and performance assessment process for Senior election officials
- Continuously improve occupational health and safety with particular focus on the 2012 Local Government elections

Organisational Development and Innovation – in Depth



2011 NSW State Election – iVote ballot papers being dispatched to the relevant Returning Officer for counting.

4.1 Organisational Capacity for the 2011 NSW State Election

HIGHLIGHTS

- Met budget targets and achieved State Election actual operating expenditure of \$40.917 million against a budget of \$41.153 million, a 2.3% under budget variation with a total actual operating expenditure of \$57.190 million against a budget of \$65.512 million, a 12.7% under budget variation (see pages 72 and 117)
- Candidates' deposits refunded on schedule by late May 2011 (see page 70)
- Reduction from the 2007 NSW State Election number of occupational health and safety incidents that led to workers' compensation claims (see page 70)
- Increased sustainability of the NSWEC's conduct of elections and reduction in paper consumption by almost 74 tonnes (see page 79)
- Implemented online stakeholder feedback and answered 365 feedback communications within the NSWEC's customer feedback service standard (see page 71)
- Release before the election of performance targets and service commitments (see page 113)
- Successful implementation of Centralised Postal Vote Application system and electronic systems to improve functioning of NSW's busiest polling place, the Sydney Town Hall (see page 79).

Key Result Areas

2011 NSW STATE ELECTION SERVICE COMMITMENTS FOR ORGANISATIONAL CAPACITY

- Responsible financial management
- Refunding of candidate deposits in accordance with legislative requirements completed by late May 2011

Specifically for election staff:

- Accurate, appropriate and timely information about employment conditions and responsibilities
- Efficient recruitment action, including advice as to success of applications
- Appropriate training enabling confident and effective undertaking of duties
- Appropriate management support, tools and physical resources in a timely manner to enable election staff to undertake their duties
- Accurate and timely remuneration

2011 NSW STATE ELECTION PERFORMANCE TARGETS

- Adhering to the budget provided
- Reduced number of occupational health and safety incidents compared with the 2007 NSW State Election that lead to worker compensation claims
- In 95% of polling places ordinary votes (taken from electors resident in the electoral district) vary from estimated numbers by no more than plus or minus 5%
- Election staffing allocations are within a range of plus or minus 5% of estimated requirements
- Processing of how-to-vote materials completed in the shortest possible time with the target being within 24 hours
- Refunding of candidate deposits in accordance with legislative requirements, completed by late May 2011
- Survey responses are used to establish benchmarks for future elections
- Initiatives such as 'on the spot printing' of Legislative Assembly ballot papers at Sydney Town Hall are evaluated

2011 NSW State Election Expenditure

The NSWEC received from NSW Treasury a budget of \$41.153 million over two years to conduct the 2011 NSW State Election. The operational funding provided for the conduct of the 2011 NSW State Election was similar to that for the last State Election in 2007 with escalation.

In addition, a capital budget across three years of \$19.6 million was provided for the capital costs associated with the development of election product. This programme covered the development of election management software, SmartRoll automatic enrolment, web-enabled voting and IT hardware for the election event.

Actual expenditures were \$40.917 million for conducting the election and \$18.741 million on election capital expenditure.

Labour costs are the greatest expenditure item in an election, comprising almost half of expenditure. The 2011 NSW State Election was no exception. Other large expenditure items were supply of materials, including cardboard furniture for polling places, communications (advertising and media) and accommodation for Returning Officers' offices, pre-poll and polling place venues.

Figure 46 provides detail by expenditure item. The total represents expenditure over the two financial years 2009/10 to 2010/11.

Organisational Development and Innovation – in Depth

Figure 46
Aggregated 2009/10 and 2010/11 Operating Expenditure Items, 2011 NSW State Election.

Expenditure item	\$	%
Election Staffing (including Returning Officers/Returning Officer Support Officers)	18,523,678	45.2
Supply and Logistics	5,097,989	12.5
Stakeholder Communications	3,689,303	9.0
Accommodation (RO, pre-poll, polling place)	3,651,489	8.9
Ballot Paper Production	2,879,342	7.0
Legislative Council	2,037,643	5.0
Governance	1,333,928	3.3
IT System	1,001,810	2.5
Early Voting	690,684	1.7
Results and VTR	399,006	1.0
Compulsory Voting	339,735	0.8
Standard Operating Procedures	334,574	0.8
Enrolment	327,800	0.8
iVote Operating	268,619	0.7
Nominations	254,962	0.6
Political Party Registration	86,197	0.2
Total	40,916,759	100

The expenditure upon Returning Officers and Returning Officer Support Officers was \$4.538 million or 11.0% of the total expenditure. The legislation specifies that a Returning Officer must be employed for each electoral district and does not allow flexibility to vary this provision.

The capital expenditure budget across the three financial years (2008/09-2010/11) leading to the election is shown below. SmartRoll incurred the largest expenditure in the lead up to the election, followed by iVote. These were the two most significant technological initiatives developed for the 2011 NSW State Election.

Figure 47
Capital Expenditure Financial Years 2008/09 to 2010/11, 2011 NSW State Election.

Capital Project	2008/09	2009/10	2010/11	Total
	\$000's	\$000's	\$000's	\$000's
SmartRoll	682	5,158	2,344	8,184
iVote	–	–	3,200	3,200
Election Management Application	1,000	799	999	2,798
Proportional Representation Computer Count	469	2,000	302	2,771
Election IT Hardware	–	1,400	388	1,788
Total	2,151	9,357	7,233	18,741

The cost per elector between the 2007 and 2011 State Elections compares very well, with the cost per elector in 2007 being \$8.82 and in 2011, \$8.83 per elector.

Key Result Areas



2011 NSW State Election – Legislative Council ballot papers are delivered, checked and then data entered twice to provide candidate results for the election, NSWEC Count Centre.

4.2 The Right Staff in the Right Numbers in the Right Locations

The NSWEC operates in four staffing levels over any four year election cycle. The lead-up to a State election involves approximately 18 months in planning and preparation prior to election day, with finalisation of all associated election activities up to 12 months thereafter:

- election preparation – up to 130 staff comprising employees and project-based contractors;
- election pending – approximately 500 employees (exclusive of head office personnel) in locations across NSW for four months prior to the election;
- election day or peak level – approximately 23,000 employees in 2,800 locations, plus about 130 staff in the central office; and
- election completion – up to 1,500 staff at Returning Officers' offices with up to 500 staff at either the NSWEC's head office or warehouse performing a range of activities from check counting and counting postal votes, responding to queries from electors, non-voters and candidates. Most complete their employment within four weeks of an election.

Staff engaged for elections represent a major resource but there are challenges in estimating the numbers of staff required, obtaining the right capabilities, allocating election officials across and within electoral districts, and matching cultural and linguistic needs with available multilingual staff. Recruiting, training and supplying the

required equipment provide major organisational and logistical challenges.

The allocation of staff across electoral districts and polling places requires detailed modelling and planning. Estimation of the number of votes to be taken is a key factor. The allocation of staff to polling places and the number of issuing tables within each polling place is modelled on the nature of the district. The NSWEC uses an allocation model of four district types – culturally and linguistically diverse; metropolitan; country-metropolitan and country. The model specifically allows for a smaller number of ballot papers to be issued per issuing table in those districts with a higher proportion of non-English speaking electors.

The accuracy of the predictive staffing model is reflected in the efficiency of polling places. The NSWEC monitors its performance against established performance indicators and by seeking feedback from stakeholders and election officials on the adequacy of staffing levels and the matching with the electoral districts' community profile.

The NSWEC included targets on accuracy of vote projection and staffing allocations to challenge itself in this area.

Organisational Development and Innovation – in Depth

Election Staff Numbers and Staff Profile

The NSWEC's employment of staff by category for the 2011 NSW State Election are set out below.

Figure 48
Election Official Categories, 2011 NSW State Election.

Staffing Position	Employed	%
Returning Officer Support Officers	10	0.04
Returning Officers	93	0.4
Senior Office Assistants	92	0.4
Office Assistants	4,007	16.7
Total Returning Office Staff	4,202	17.5
Polling Place Managers	2,625	10.9
Deputy Polling Place Managers	864	3.6
Polling Place Assistants	37	0.2
Declaration Vote Issuing Officers	6,302	26.2
Election Officials	9,052	37.7
Part Day Election Officials	940	3.9
Legislative Council Count Managers	6	0.02
Total Election Day Staff	19,826	82.5
Total Staff	24,028	100.0

For the 2011 NSW State Election the number of staff varied across electoral districts, ranging from 182 to 290 per district with an average number of 227 staff per district across NSW.

Staff Profile

The electoral staff employed for the 2011 NSW State Election were a diverse group. The age range was 17 to 89 years. Seven out of 10 staff had prior election experience (70.6%; 16,881 staff), 12.1% held a current First Aid Certificate; 0.8% (195 staff) were from an Aboriginal or Torres Strait Islander background and 0.1% had Auslan skills. The total number of multilingual staff was 2,530 (10.6%) of the total number of electoral staff. At the Sydney Town Hall which was the largest polling place, there were 43 staff of which 11 were multilingual. (Reliable data does not exist for the 2007 NSW State Election to make comparisons.)

Of the staff employed only for election day, 82.9% had worked at an election previously.

NSW State Election Recruitment of Election Staff

Over successive elections, the NSWEC has increased its use of online communication technologies to provide information on employment opportunities to potential election officials, to train successful applicants and to obtain feedback from staff after the election.

The NSWEC implemented a new recruitment and assessment database system for the 2011 NSW State Election. The system enabled potential senior election officials to find out more about the role they were considering and provided an online application. The system also captured assessments of online training results and information gathered to assess on the job performance to assist future recruitment campaigns.

Key Result Areas

Recruitment for the State election was undertaken in two stages. First, senior election officials such as Returning Officers and Returning Officer Support Officers were recruited followed by recruitment of election officials for polling places. The NSWEC received 42,616 expressions of interest for employment in the election. The number of available election official positions was 24,001 of which 23,925 were filled. Including Returning Officer Support Officers and Returning Officers, the total complement of staff was 24,028. Some staff held more than one position with the effect that the total number of individuals employed for the election was 21,808.

Recruitment of senior election officials for the 2011 NSW State Election was completed by September 2010. Recruitment of election officials commenced in November 2010 with the NSWEC's website providing online registration for those seeking employment opportunities in the 2011 NSW State Election. Successful election official applicants were advised in mid-February 2011, however, additional notifications were made up to election day as late cancellations from intended election officials were received.

The NSWEC's evaluation of the satisfaction of Returning Officers with the online recruitment process found that 95.1% said that the site was easy to use. The website was also reported to have sufficient details of the conditions of employment; the requirements of the position; the recruitment process; and the timeframes for the completion of recruitment.

4.3 Sustainability

The NSWEC's Waste Reduction and Purchasing Plan identifies key reduction areas and addresses avoidance, re-use, recycle and disposal strategies to minimise waste while recognising that under the current legislative arrangements the conduct of elections is predominantly a paper-based activity.

Recent initiatives have seen electronic applications, such as the web based payroll and recruitment systems, SmartRoll, the election management application and online eLearning programmes allow information to move throughout the organisation and to stakeholders via an

2011 NSW State Election Training

For the 2011 NSW State Election in, a new online training system was implemented to train all election officials, including Returning Officers, Returning Officer Support Officers, Declaration Vote Issuing Officers, Polling Place Managers, Deputy Polling Place Managers and Legislative Council Count Managers. The online training was followed by face-to-face training.

Returning Officer Support Officers' and Returning Officers' training comprised both online and face-to-face training. The online programme commenced in November 2010 with the eLearning components for the standard operating procedures. Face-to-face training started in January 2011 and finished early in February with each group of Returning Officers having four days training. The Returning Officer Support Officers attended the training also.

Training for polling place officials and Polling Place Managers was undertaken in March 2011 with the Declaration Vote Issuing Officers using eLearning tools. Polling Place Managers and Deputy Polling Place Managers received both online and additional face-to-face training provided by Returning Officers.

The quality of the training was assessed for all categories of election officials by surveys of staff with the focus being how well the training equipped staff to deal with the realities and challenges of their duties.

electronic workflow. Where election processes utilise paper products, office equipment and consumables, the NSWEC has developed waste mitigation and minimisation strategies such as:

- contracts for the purchase of ballot boxes and voting screens made of recycled content;
- re-use of election material in the local community. Material that cannot be re-used (including ballot papers) is recycled; and
- extensive office recycling programme, including paper, toner and consumable recycling programmes.

Organisational Development and Innovation – in Depth

In the past, the authorised rolls were printed on 90gsm paper; for the 2011 NSW State Election the NSWEC was able to use 80gsm paper for printing of all rolls.

As pre-poll and declared institution votes were marked off electronically, the number of Reference Rolls produced was reduced by 5,139 copies, from 9,300 (2007) to 4,161 (2011). The NSWEC's efforts to reduce the environmental impact of the election are outlined in the table below.

These achievements are more significant when enrolment has increased by 10%.

In another sustainability positive move, the NSWEC provided online access to an information brochure rather than post out 4.7 million brochures that potentially become landfill. The brochure used minimal colour or ink to reduce the costs and wastage on electors' computers if printed.

Figure 49
NSWEC's Sustainability Initiatives, 2011 NSW State Election.

Item	2011 Quantity	Recycled Content	2007 Quantity	Reduction
Returning Officer recruitment paper free (except for acceptance letter/contract)	1,005 applications lodged online, replied to electronically	n/a	5 pages per applicant electronically	12.5 reams and 1,500 envelopes
	170 face-to-face interviews, booked electronically and notations made electronically		1 page per interview	
	80 phone interviews, booked electronically and notations made electronically		1 page per interview	
	250 letters of offer sent electronically		4 pages and envelope per offer	
	250 contracts posted – 1 page and envelope		1 page and envelope per contract	
Ballot Papers	195 tonnes		219 tonnes	11%
Printed Rolls	3,703 reams		5,190 reams	29% 1,487 reams

Note:

n/a = not applicable.

Figure 49
NSWEC's Sustainability Initiatives, 2011 NSW State Election – *continued*.

Item	2011 Quantity	Recycled Content	2007 Quantity	Reduction
Pre-poll voting changed from Declaration vote to Ordinary vote	Nil	n/a	1 declaration envelope per vote	352,741 envelopes
Polling place cardboard		Increase in recyclable content to 100%		Raw material reduction of over 100,000m ² of cardboard
Postal Vote Online application	26,604		2 pages and 1 envelope per application	106.5 reams and 26,604 envelopes
Venue procurement	Online lease and procurement process		1,300 pages of documents	>2.6 reams
Elector Brochure	Available online		4,374,029 A4 pages and envelopes	8,748 reams
				>4.3M envelopes
Polling Place Location Maps	Online maps available		Paper maps only	
Non-voter notifications				Reduced by iVote option
Total				Almost 74 Tonnes

These sustainability improvements were not achieved at the cost of greater expenditure. The NSWEC achieved a net saving of \$129,645 compared with the expenditure incurred for the 2007 NSW State Election. There were also practical implications for election staff with set up time for the 50,000 voting screens reduced from three minutes each to 30 seconds.

Disposal of Campaign Materials

Candidates and parties were requested to ensure that their campaign workers removed all posters, signage, tape and disposed of them appropriately at the end of election day. Recycling of electoral material has been raised by stakeholders in previous elections. The NSWEC provided separate receptacles for recycling of paper waste.

Due to the legislative provisions applying to used and unused ballot papers and other materials, such as rolls, these materials were returned to the NSWEC for security destruction. The material once pulped is also recycled.

Systems Innovation – Centralised Postal Vote Application Processing

For the first time, in providing postal votes, the NSWEC used online forms to increase convenience to electors and streamline the administrative processes involved.

Postal votes account for a significant portion of votes cast. The difficulties experienced in the 2007 NSW State Election with the large volume of applications, late receipt of bulk numbers of applications from political parties, the calls from electors regarding late receipt of postal vote material and the pressure of processing these applications within Returning Officers' offices required the NSWEC to review the approach to handling a more utilised form of voting. The 2007 NSW State Election saw 223,951 postal votes admitted to the count, a growth of 37% (163,108) from the 2003 NSW State Election.

Organisational Development and Innovation – in Depth

These issues reinforced by the growth in postal votes seen by the AEC and Victorian and South Australian Electoral Commissions in their 2010 elections, led the NSWEC to review its administration of this form of early voting.

Before the 2011 NSW State Election, applications for postal voting could be lodged by:

- mail – electors download the form, fill it in and mail the signed application form to NSWEC;
- scan and email or fax – the signed application form is received by the NSWEC via fax or email;
- political parties – political parties are a major source of postal vote applications. The parties actively support the use of postal votes by distributing applications, receiving completed postal vote applications, and then submitting the completed applications to NSWEC for processing. There is usually a significant number of ‘last minute’ applications lodged by the parties; and
- ‘over the counter’ at Returning Officers’ offices – electors could hand in applications personally.

Traditionally, the processing of the applications and distribution of postal voting packs to electors has been handled at the local level within Returning Officers’ offices. Over successive State elections since 2003, the NSWEC has progressively improved the traditional heavily paper based and manual process.

The volume of postal vote applications generated from political parties was expected to increase significantly for the 2011 NSW State Election. The likelihood of significant numbers of applications being received just prior to the close of applications led the NSWEC to take the application process online believing this would be convenient for many electors and that the centralised pool of resources established to process packages for Registered General Postal Voters would better handle the volume of processing postal vote applications.

The perceived benefits of a centralised and online approach were:

- more efficient utilisation of dedicated resources;
- ability to better train and support staff processing postal vote applications; and

- alleviation of the workload in Returning Officers’ offices with a potential reduction in the cost of staffing this process.

The service provided to electors meant that they could download the form and submit the application online. Once accepted, the form was automatically forwarded to the centralised postal vote processing centre which generated a ‘ballot paper certificate’ pack appropriate for that elector and directly mailed back to the applicant. The elector then only needed to complete the ballot papers and post them directly to the Returning Officer in their electoral district.

The NSWEC also liaised with registered political parties to achieve prompt receipt of applications. As a result, in a pattern atypical for an election, party sourced postal vote applications arrived very early. When the Central Processing Centre commenced on 28 February 2011 it ran at full capacity in the first 10 days of its operation.

Of the total number of applications received for postal voting at the 2011 NSW State Election (263,050 applications), 10.1% were from the online system (26,586 applications). The busiest days of processing for hardcopy applications were 10 March (19,516 processed) and 15 March (18,453). For online applications, these days were 7 March (2,116) and 21 March 2011 (3,093).

While the take-up of the online application initiative was low there were no ‘last minute’ bulk submissions from the parties. The advantages of this new system were that it made the application process more convenient for electors and reduced the administrative workload for Returning Officers. The NSWEC’s survey of Returning Officers indicated a high degree of satisfaction (over 80%) with the centralisation of processing of postal vote applications.

The independently conducted evaluation of electors’ satisfaction with the electoral services provided by the NSWEC found that of the 64 respondents who had voted by post, 28% had obtained their application form from a political party process and 25% had contacted the NSWEC in one way or another. A total of 11% had used the online application process. Of all postal vote

Key Result Areas

users, 86% were either very satisfied or satisfied with the service. The numbers of respondents are too small to compare whether there were any differences in satisfaction between those who use the online system and other approaches.

Quality Assurance for the 2011 NSW State Election

Quality assurance activities for the 2011 State Election included:

- publication of service commitments and targets for stakeholders prior to the election;
- project and risk management approaches to election planning and execution, including the use of standard operating procedures and training modules for election processes, and use of scrutineers;
- evaluations of initiatives such as iVote and changes at Sydney Town Hall;
- performance measurements captured and compared against targets in the NSWEC's Corporate Plan 2008-2011 and the *Service Commitments NSW State Election 2011*; feedback surveys completed for all stakeholder groups;
- report on the conduct of the 2011 NSW State Election provided to NSW Parliament and NSW Premier with public release to follow tabling of the report in the NSW Parliament;
- monitoring of the implementation of recommendations of the report on the 2007 NSW State Election of the NSW Parliament's Joint Standing Committee on Electoral Matters; and
- implementation of an online complaints management system and follow-up of responses to complaints received.

4.4 Organisational Operations during 2010/11

Financial Management

A major focus for the NSWEC is to provide value for money for the people of NSW.

The NSWEC has in place budgeting and reporting systems to manage and monitor expenditure and carries out its functions in accordance with the *Public Finance and Audit Act 1983* and the NSW Treasurer's directions. The financial statements of the NSWEC are in the Financial Performance section of this report and commence on page 115.

Our accounts payable policy outlines account payment standards of invoices. The target is 100% on time. During 2010/11 we paid 89.1% of our accounts on time. The reduction from the previous year's 90.9% was due to increased volume associated with the 2011 NSW State Election. We did not pay any penalty interest or charges on outstanding accounts.

Human Resources

To enable the NSWEC to exercise its functions, staff are employed by the Office of the NSW Electoral Commission under Chapter 1A of the *Public Sector Employment and Management Act 2002*.

Historically, the NSWEC maintains a small core number of permanent staff as well as utilising casual, temporary and contract staff to support the delivery of key projects and services associated with major elections occurring in four yearly cycles. In its planning and conduct of an election the NSWEC is supported by a programme management framework in which officers are responsible for, or participate in, a range of election projects of varying complexity.

As a result of the increased funding and disclosure responsibilities under amended legislation, the NSWEC structure now provides increased administrative support to the Election Funding Authority through the establishment of a staggered recruitment programme to fill the increased number of positions required in the EFA. Due to growing need for both the NSWEC and EFA for legal advice, a new Legal Services Branch was established.

Organisational Development and Innovation – in Depth

Figure 50
NSWEC Head Office Staff Profile, 2006/07 to 2010/11.

Staff	2006/07	2007/08	2008/09	2009/10	2010/11
Statutory Appointee	1	1	1	1	1
Senior Executive Service	n/a	n/a	0	1	1
Senior Officer	4	5	5	4	5
Clerk	28	33	31	30	30
Casual/Temporary Officer	12	11	8	15	15
Actual permanent staff (excluding Statutory Appointee and casual/temporary staff)	33	38	36	35	37

Note:

n/a = not applicable.

There were no exceptional movements in employee wages, salaries or allowances in the reporting year.

Learning and Development

The opportunity to foster a learning culture within the NSWEC and to support the promotion and maintenance of professional and committed staff is an essential pre-requisite to delivering services effectively.

The NSWEC provided an opportunity for personal development in areas such as communications, information technology, logistics, resourcing, event management and electoral administration.

The Corporate Plan Key Result target of an average of three training days per staff member was hampered by the extensive workloads of the 2011 NSW State Elections. Each staff member received, on average, two days training during the reporting year.

Flexible Work Practices

The NSWEC supports flexible work arrangements for staff in order to balance personal commitments with the necessity to meet work deadlines. At the time of an election a variety of flexible work arrangements are utilised.

Key Result Areas

Figure 51
NSWEC Organisational Chart.



Organisational Development and Innovation – in Depth

Occupational Health and Safety

The NSWEC is strongly committed to providing a workplace free from harm and our Occupational Health and Safety Policy outlines the fundamentals of the NSWEC's Occupational Health and Safety Programme, including:

- occupational health and safety training and education;
- hazard identification;
- emergency procedures;
- workplace inspection;
- incident reporting methods; and
- consultation methods.

In addition, the Occupational Health and Safety Warehouse Policy on warehousing functions performed by the NSWEC outlines the requirements related to the use, provision, maintenance and replacement of personal protective equipment and protective work clothing in line with Clause 15 of the Occupational Health and Safety Regulation 2001.

Figure 52
Occupational Health and Safety, NSWEC Permanent Staff, Injuries and Claims, 2006/07 to 2010/11.

Injuries and Claims	2006/07	2007/08	2008/09	2009/10	2010/11
Work related injuries	7	4	6	1	0*
Claims	1	1	4	0	0*

* Reporting for 2011 NSW State Election staff is undertaken separately.

As part of the evaluation of the conduct of the 2011 NSW State Election, the NSWEC received feedback from electoral staff on workplace issues, including safety. This feedback will be used for planning the 2012 Local Government Elections.

Sick Leave Management

The NSWEC monitors individual sick leave to allow for early intervention and assistance to officers when required.

An employee assistance programme was continued in the reporting year to assist employees with both work and personal issues which may affect their attendance and work performance.

Influenza vaccinations were offered to all permanent and long-term staff in May 2011 in anticipation of the winter flu season and 25 staff accepted this offer. During the winter, emphasis was placed upon ensuring unwell personnel did not return to the workplace until completely well.

Permanent staff members took an average of 9.19 days per officer and sick leave averages were higher than previous years and were mainly due to a small number of officers with lengthy periods of absence. Adjusting for such a skew, average occasions per officer were 5.16 days. Sick leave statistics are identified in the following table.

Figure 53
Sick Leave Statistics, NSWEC Permanent Staff, 2006/07 to 2010/11.

Sick Leave	2006/07	2007/08	2008/09	2009/10	2010/11
Average Occasions	4.7	4.9	4.3	4.8	9.2
Average Absences (days)	6.8	7.7	7.5	5.9	5.2

Key Result Areas

Equal Employment Opportunity Achievements

The NSWEC's Equal Employment Opportunity Management Plan for 2008-2011 seeks to recognise and eliminate possible sources of direct and indirect discrimination under three key areas, namely:

- integrating Equal Employment Opportunity principles into the NSWEC workplace culture;
- permanent employment and developing opportunities for Equal Employment Opportunity target groups; and
- Returning Officer and election activities.

During the reporting year, the NSWEC actively focused on efforts to encourage Equal Employment Opportunity target groups with the following activities:

- provision of Equal Employment Opportunity awareness information in Returning Officer manuals;
- encouragement of Aboriginal citizens as election officials; and
- advertising and recruitment strategies to encourage applications from Equal Employment Opportunity group members.

An Equal Employment Opportunity survey to gather statistics on Equal Employment Opportunity groups was deferred pending completion of recruitment activities in late 2011 for the Funding and Disclosure Branch. It will provide updated Equal Employment Opportunity figures.

Figure 54
Trends in the Representation of Equal Employment Opportunity Groups, NSWEC Permanent Staff, 2007 to 2011, percentage of Total Staff.

EEO Group	Benchmark or target %	2007 %	2008 %	2009 %	2010 %	2011 %
Women	50	55	55	50	50	49
Aboriginal people and Torres Strait Islanders	2.6	0	0	0	0	0
People whose first language is not English	19	0	0	0	0	0
People with a disability	12	0	0	0	0	0
People with a disability requiring work-related adjustment	1.1	0	0	0	0	0

Organisational Development and Innovation – in Depth

Figure 55
Trends in the Distribution of Equal Employment Opportunity Groups, NSWEC Permanent Staff, 2007 to 2011, Distribution Index*.

EEO Group	Benchmark or target %	2007	2008	2009	2010	2011
Women	100	n/a	87	90	87	87
Aboriginal people and Torres Strait islanders	100	n/a	n/a	0	0	0
People whose first language is not English	100	n/a	n/a	0	0	0
People with a disability	100	n/a	n/a	0	0	0
People with a disability requiring work-related adjustment	100	n/a	n/a	0	0	0

Note:

* The Distribution Index is not calculated where EEO group or non-EEO group numbers are statistically insignificant. A distribution index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff.

Consultation with Unions

Consultation with the Public Service Association focused on the NSWEC's organisational changes throughout 2010/11.

Protected Disclosures

No disclosures were made under the *Protected Disclosures Act 1994*.

Code of Conduct

The NSW community is entitled to expect the NSWEC to conduct its business efficiently, economically, fairly, impartially and with integrity.

The integrity and reputation of the NSWEC is supported by a clear statement of expected behaviour detailed in the Code of Conduct which establishes standards of behaviour for all staff and provides guidance on good administrative practice. There has been no change to the code during the reporting year.

In addition, the NSWEC's Statement of Business Ethics provides guidance to staff, contractors, clients, agencies and suppliers on the principles of fairness, equity and honesty in doing business with the NSWEC.

Secondments

There was one secondment to NSWEC Legal Services, from Parliament House, during the reporting year.

Just prior to the new financial year, the Director Corporate Communications commenced a secondment with the Division of Local Government, NSW Department of Premier and Cabinet, on 27 June 2011.

There was one secondment to NSWEC Elections Branch, from the Victorian Electoral Commission, during the reporting year.

There were two secondments to NSWEC Enrolment Branch and NSWEC Information Technology Branch, from the Australian Electoral Commission, during the reporting year.

Key Result Areas

Liaison with other Jurisdictions

The NSWEC, the Australian Electoral Commission and other State and Territory Commissions collaborated during the reporting year on a number of projects such as SmartRoll and comparative performance indicators. The NSWEC values the opportunity to share resources and undertake joint research in order to improve election services to all stakeholders.

Corruption Prevention Policy

There were no reports of suspected corrupt conduct lodged via the internal reporting system.

Records Management

The NSWEC is committed to the secure and controlled management, handling and storage of sensitive documents, records, files, materials and information in accordance with business and client needs, and to comply with the *State Records Act 1998*. Several NSWEC policies, including the NSWEC Security Policy, the NSWEC Communication Devices and Electronic Records Policy Statement, the EFA and NSWEC Privacy Policy and the Records Management Policy outline how the NSWEC complies with the *State Records Act 1998* and the *Privacy and Personal Information Act 1998* regarding the retention and security of records held by the NSWEC and EFA.

4.5 Information Technology

The Information Technology Branch of the NSWEC plays an important role by supporting central election processes and assisting the NSWEC to conform to certain legal and statutory requirements.

Help desk services for the NSWEC staff and election events during 2010/11 included on demand assistance for IT hardware and software for Local Government by-elections, for local count processing, adequate networking, and the maintenance of servers and other hardware to ensure optimal efficiency of election processes.

Software upgrades

In the lead-up to the 2011 NSW State Election, the NSWEC commenced a number of enhancements to the Election Management Application as a result of legislative changes and advanced capabilities of the software. Those activities included improvements to the:

- results reporting module, which supplies data to the Virtual Tally Room and media data feeds;
- voting module – used to manage all election and voting processes, including the new election day enrolment votes;
- staffing module – used to manage the employment of up to 20,000 polling place staff on election day; and

- candidate nominations module – used as input to produce ballot papers and create basic data for the Virtual Tally Room.

Activities

During 2010/11 the following IT activities took place, principally to support the 2011 NSW State Election:

- a help desk incident logging system was installed, and used during the election;
- installation of an email management system for use in the Elector Enquiry Centre;
- optimisation of servers;
- installing high speed internet connections;
- installation of additional network capacity;
- set up of the Election Enquiry Centre at Riverwood;
- set up technology infrastructure for electronic mark-off at Sydney Town Hall; and
- configure, deploy and support over 5,000 pieces of IT equipment for 93 districts.

Organisational Development and Innovation – in Depth

4.6 Environmental Management

Supply of Cardboard Polling Equipment

For all Local Government and State election events, the NSWEC provides a range of cardboard polling equipment for voting at polling places. This equipment includes items that are used in the physical voting process such as ballot boxes and voting screens.

The aims of the NSWEC for the 2011 election were to achieve cost parity or better with 2007 tender pricing and to re-design equipment to reduce set-up time, raw material usage, transport costs and environmental impacts by increasing recyclable content.

Achievements included:

- net savings of \$129,645 by comparison with 2007 NSW State Elections item prices for the 2011 NSW State Election volumes;
- cost avoidance of \$150,000 in transport by being able to use standard sized pallets;
- cost avoidance of approximately \$75,000 by utilising hire pallets as opposed to purchasing double-pallets;
- raw material reduction of over 100,000m² of cardboard;
- increase in recyclable content to 100%;
- set-up time for the 50,000 voting screens reduced from 3 minutes each to 30 seconds;
- reduced occupational health and safety risks due to reduction in weight and size of items, and single unit packaging; and
- improved graphic design assists public in identifying the use of each item.

Due to the legislative provisions applying to used and unused ballot papers and other materials, such as certified lists, these materials were returned to the NSWEC for security destruction.

Waste Reduction Plan

The NSWEC Waste Reduction and Purchasing Plan identifies key reduction areas and addresses avoidance, re-use, recycle and disposal strategies to minimise waste while recognising that under the current legislative arrangements the conduct of elections is predominantly a paper-based activity.

Recent initiatives, however, have seen electronic applications, such as the web based payroll and recruitment systems, SmartRoll, the Election Management Applications and online eLearning programmes allow information to move throughout the organisation and to stakeholders via an electronic workflow.

Where election processes utilise paper products, office equipment and consumables, the NSWEC has developed waste mitigation and minimisation strategies such as:

- contracts for the purchase of ballot boxes and voting screens made of recycled content continued to be implemented at State elections and Local Government by-elections conducted during 2010/11;
- re-use of election material in the local community is a top priority. Material that cannot be re-used (including ballot papers) is recycled; and
- extensive office recycling programme, including paper, toner and consumable recycling programmes.

Energy Audit

As part of the NSWEC's commitment to sustainability and in line with government policy, a level 1 category energy audit of the indoor environment in our tenancy was undertaken by an independent third party, and was undertaken in accordance with the National Australian Built Environment Ratings System scheme. Energy consumption in the NSWEC was deemed reasonable with a three star performance rating. As energy consumption can vary with regard to the operational commitments necessary to deliver elections within critical timeframes, it has been challenging to cost effectively meet the 1 July 2011 target of a 4.5 star rating, however, the office will endeavour to move towards achievement of this target.

Key Result Areas

Quality Assurance

High quality electoral processes serve as a link between the electorate and the democratically elected members of the NSW Parliament and councillors. The NSWEC is committed to providing the highest standard of services to our stakeholders and ensuring that elections are carried out impartially, efficiently and in accordance with the law. Quality assurance activities for the 2011 NSW State Election have been described earlier in this section.

4.7 Analysis of Performance during 2010/11

Figure 56
NSWEC Corporate Plan Measures and Outcomes for Key Result Area 4.

Corporate Plan Measures	Target	2009/10	2010/11
Key Result Area 4 Organisational Development and Innovation			
Average training per staff member	3 days	4 days	2 days
Percentage of variation from budget for State and Local Government elections	+/- 2% from budget	+3.2% ^a	-2.3%
Percentage costs recovered for Local Government elections	95%	100% ^c	100% ^c
Establish NSWEC's costs per elector and commence comparison with other jurisdictions and previous years' performance	n/a	\$8.23 ^a	\$8.83
IT business failures	0	1 ^b	0
Percentage of NSWEC's expenditure on corporate overheads meets accepted range	n/a	26%	✓
Percentage annual growth in new business revenue	5%	-17%	-6% ^d

Notes:

n/a = not applicable.

a. 2010 Penrith State By-election.

b. In November 2009, due to a building air conditioning malfunction the Kent Street office, servers were unavailable for half a day.

c. Local Government by-elections.

d. Focus of the NSWEC during 2010/11 was upon delivery of the 2011 NSW State Election, resources dedicated to pursuit of new business was reduced accordingly.

Performance against Targets

With the 2010/11 reporting year being the build up to a major election event, performance against a number of targets reflects the focus upon preparation for the election, for example, the targets for training of staff and new business revenue. The target of three training days per staff member was exceeded in 2009/10 but not achieved in 2010/11 due to commitments arising from the 2011 NSW State Election.

In relation to the recovery of costs for the conduct of Local Government elections, the NSWEC has worked successfully with councils to ensure that costs incurred have been recouped.

The cyclical nature of the NSWEC's operations makes comparisons against the immediate preceding year difficult. Comparison of an election year with a previous year without a major election event can produce unreliable conclusions. Hence, comparison of the cost per elector of a State election with 2009/10 which had just one by-election is inappropriate.

Organisational Development and Innovation – in Depth

The NSWEC believes comparing the cost per elector of the 2011 NSW State Election is better done against that for the 2007 NSW State Election. The cost per elector between these State elections compares very well with the cost per elector in 2007 being \$8.82, and in 2011, \$8.83 per elector.

The significant variation between the target (5%) for growth in new business revenue and performance in 2011 (-6%) is a result of the need to focus all resources upon the conduct of the 2011 NSW State Election. This decision was based on the rationale that with finite resources, it was more important for NSW citizens for the NSWEC to deliver a successful 2011 NSW State Election than the attainment of increased business revenue for the NSWEC.

4.8 Analysis of Performance for the 2011 NSW State Election

Figure 57
Service Commitments under Key Result Area 4, 2011 NSW State Election.

Targets	Performance
Organisational capacity	
Adhere to the budget provided	✓
Reduced number of occupational health and safety incidents that lead to worker compensation claims compared with the 2007 NSW State Election	✓
Ordinary votes in 95% of polling places (taken from electors resident in the electoral district) do not vary from estimated numbers by more than plus or minus 5%	✗
Election staffing allocations are within a range of plus or minus 5% of estimated requirements	✗
Processing of how-to-vote materials completed in the shortest possible time with the target being within 24 hours	✓
Refunding of candidate deposits in accordance with legislative requirements, completed by late May 2011	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓
Initiatives such as 'on the spot printing' of Legislative Assembly ballot papers at Sydney Town Hall are evaluated	✓

Raising Performance to Meet All Targets

While the projection target was not met, improvements from the 2007 NSW State Election occurred with 52.9% of polling places in 2011 taking within 10% of projected votes compared with 49.6% in 2007.

In the 2011 NSW State Election, only 177 (6.7%) polling places out of the total of 2,627 significantly exceeded the projected number of votes. In 2007, there were 203,365 electors who cast their vote in a polling place where votes taken significantly exceeded projections; in 2011 this was reduced to 149,327 electors.

Key Result Areas

A number of community events in local areas increased usage of polling places and hence had an impact upon the usage of certain polling places. For future elections, the NSWEC will gather local knowledge regarding planned and potential community events earlier in the planning phase as best it can to ensure that staffing allocations meet potential demand.

The NSWEC achieved a fair measure of its goal as a post election survey of Polling Place Managers found that 79% were either 'very satisfied' or 'satisfied' with the levels of staffing at their polling place and thought the levels were adequate.

Stakeholder Feedback

Electors

- 72% of voters thought the NSWEC provided sufficient opportunities to recycle election material.

Electoral Staff

The NSWEC undertook surveys of election staff (Returning Officer Support Officers, Returning Officers, Polling Place Managers/Deputy Polling Place Managers, Senior Office Assistants, Office Assistants and Election Officials). The surveys examined issues such as recruitment, training, election services, payment and suggestions for improvement of services. Some of these surveys were undertaken prior to the election such as the survey of Returning Officer recruitment which was undertaken in mid 2010. Post election surveys were undertaken in April 2011.

A total of 8,940 election officials completed the surveys (37.2% of total staff). Of this number, 70.9% were female and of the total almost half (45.1%) had previously worked for the NSWEC.

Overall, there was a high degree of satisfaction from all categories of electoral staff across the key issues of recruitment, training and support while performing duties. Interest in working for the NSWEC in future elections was also very high.

NSWEC – fair and impartial?

- All categories of staff felt that the NSWEC had conducted the election impartially with 100% of Returning Officer Support Officers and Returning Officers reporting this, followed by 98.3% of Polling Place Managers/ Deputy Polling Place Managers, 98.1% of Polling Place Election Officials, 97.4% of Senior Office Assistants and 97% of Office Assistants.

Staff Ratings of the NSWEC's Conduct of Recruitment

- The vast majority of respondents found the NSWEC's online recruitment website easy to use (90% Polling Place Managers; 91% Deputy Polling Place Managers; 85% of Senior Office Assistants; 88.8% Office Assistants, and 91% election officials).

Training

- Overall, training was very well received with a high positive response across all positions for both face-to-face and online training.
- The eLearning training of Returning Officers was recommended by 96.2% of Returning Officers as a tool for building knowledge and understanding of the Returning Officers' role and the processes to be undertaken in an election (96.2%).
- 85% of Polling Place Managers; 88% of Deputy Polling Place Managers; 58% of Election Officials; 81% of Senior Office Assistants and 51% of Office Assistants felt that overall, the training was satisfactory.
- 90% of election officials felt that the training enabled them to adequately undertake the count for the Legislative Assembly ballot papers and the count of Legislative Council ballot papers.

Pre-poll voting

- Overall, the responses from respondents were very positive. The matters that could warrant further improvements were identified as:
 - 33% indicated that there were inadequate numbers of staff to cope with usage at peak times;

Organisational Development and Innovation – in Depth

- 20% indicated that they thought more advertising was required of pre-poll voting and related details; and
- 23% felt that pre-poll voting hours were too long in small towns and quiet electoral districts.

Election day operations

- 79.8% of Polling Place Managers/Deputy Polling Place Managers reported that the number of staff at their polling place as adequate.
- There were no widespread delays or queuing on election day. The majority of election officials (42.6%) said that the longest time any voter had to queue to vote was five minutes.

Occupational health and safety

- The majority (87.8%) of Polling Place Managers and Deputy Polling Place Managers did not report occupational health and safety concerns.
- Polling place officials were more likely to report some occupational health and safety concerns. Almost one in five election officials (18.8%) reported occupational

health and safety issues that they wished to bring to the attention of the NSWEC. Typically these issues concerned the ergonomics of furniture for vote counting, the adequacy of bathroom facilities, the ability to take breaks during the day and safety upon leaving the polling place after counting concluded:

“just the chairs – a long time to sit on chairs that are not ergonomic – I realise this is out of your control as they are provided at the venue.”

Interest in Future Employment Opportunities

- The majority of election officials indicated that they would be interested in working again for the NSWEC in the same position:
 - 75% of Returning Officer Support Officers;
 - 74% of Returning Officers;
 - 96.3% of Polling Place Managers;
 - 91.6% of Deputy Polling Place Managers;
 - 92.8% of Election Officials;
 - 93.2% of Senior Office Assistants; and
 - 85.2% of Office Assistants.

4.9 Challenges and Future Directions

The NSWEC is committed to ensuring the goals and strategies set out for providing high quality and cost effective electoral services are supported by excellence in people, processes and technologies. Our challenge for the next financial year is the 2012 Local Government Elections while focusing on the following organisational improvements:

- continue to benchmark the NSWEC's performance. The focus will be upon these areas that drive significant expenditure and influence stakeholder satisfaction. In particular, the NSWEC will continue to refine its staffing indicators and look to using feedback from electors and election staff as measures for assessing the adequacy of staffing within polling places;
- prepare budgets for councils that select the NSWEC to provide their election services in 2012 and liaise with councils regarding these;

- using the 2011 NSW State Election model to develop new recruitment and assessment procedures for the 2012 Local Government Elections;
- continue to improve the system of performance feedback for Senior Election Officials;
- increasing the use of eLearning in training of election staff;
- continue to address occupational health and safety issues for permanent NSWEC and election officials;
- implement a more structured approach to the procedures documentation for the 2012 Local Government Elections; and
- further develop the information communication technology capacity of the NSWEC.

Key Result Areas

Corporate Governance

NSWEC Corporate Governance

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Details of our executive management team and management practices, including risk management, public accountability and legislative compliance.

NSWEC Corporate Governance



NSW Parliament – Macquarie Street (From our online education and information animation series.)

NSWEC Corporate Governance

The NSW Electoral Commission is an independent statutory authority established under the *Parliamentary Electorates and Elections Act 1912* to conduct State, Local Government and certain statutory elections. To achieve this, the NSWEC's services need to be supported by appropriate business structures and processes.

The NSWEC's corporate objectives derive principally from the *Parliamentary Electorates and Elections Act 1912*, *Local Government Act 1993* and regulations. An important part of the function of the NSWEC is to maintain independence from the Government of the day. The NSWEC complies with the NSW government directions with respect to finance and administrative matters.

Management

Electoral Commissioner

The Electoral Commissioner is appointed in accordance with section 21A of the *Parliamentary Electorates and Elections Act 1912*. The Electoral Commissioner is the Returning Officer for the periodic Legislative Council elections and is also one of three Electoral Districts Commissioners appointed by the Governor to carry out electoral district redistributions according to law.

2011 NSW State Election Programme Board

The Programme Board directed and monitored the scope, objectives, budgets, costs and deliverables of the 2011 NSW State Election. The Programme Board consisted of the Electoral Commissioner, the Programme Manager, NSWEC Branch Directors and the NSWEC Senior Legal Officer.

New processes and systems were instituted to manage the 2011 NSW State Election preparation, including budget management. These included regular, comprehensive management reports for internal monitoring of budgets, critical tasks, major risks and targets.

Management of the funds was assigned to the Programme Board. Progress against operational and financial budgets was monitored using project management plans and project budgets. Some prioritisation of deliverables was necessary to match available funds and was based on criticality of the project, whether it was required by legislation, the cost/benefit of the project, other possible approaches and the cost of similar projects for prior elections.

Financial monitoring was enabled through weekly financial reports comparing actual spend and committed spend against budget. Significant variations over or under budget were reported at the fortnightly Programme Board meetings. Periodic full project forecasting exercises were conducted to ensure

Key Result Areas



NSW Primary school used as a polling place (From our online education and information animation series.)

that the election budget would not be exceeded and to consider any reassignment of financial resources.

Capital expenditure (CAPEX) funds were managed by the Project Manager responsible for delivery. Financial governance was through the monthly reporting to the NSWEC's Management Committee chaired by the Electoral Commissioner.

All procurement followed the NSW State Government's and NSWEC's policies which require any contract in excess of \$250,000 to be awarded by open tender. Approval of individual invoices against contract was in accordance with the limits provided to responsible officers within the NSWEC's delegations schedule.

The NSWEC's preparation for the 2011 NSW State Election included establishing contingency plans to manage risks such as information communication technology incidents that affected the delivery of election services, counting of votes or the provision of results.

The NSWEC's Audit and Risk Committee chose the election management system, budget compilation and procurement processes as areas for audit review. Sixteen recommendations were made of which five were considered high risk. Management accepted all recommendations and worked to ensure their implementation before the March 2011 NSW State Election where possible. If this was not fully achieved,

management is implementing the agreed actions before the next major election event.

Management Committee

Central to the NSWEC's governance is the Management Committee, which sets the strategic direction to deliver elections and monitor performance.

The Electoral Commissioner chairs a monthly meeting of the Management Committee comprising Directors and the Senior Legal Officer.

Committees and Special Offices

A list of NSWEC Committees and Special Offices is available at Appendix 8.

Executive Management and their Perspectives



Colin Barry

Electoral Commissioner

From 1 July 2004 to 30 June 2011



Linda Franklin

Director Elections

(Acting from 9 February 2009 to 1 April 2010)

Permanent appointment from
12 April 2010 to 30 June 2011

What is interesting to you about working in electoral administration?

The most challenging and interesting aspects of the Electoral Commissioner's role is the diversity of important decisions that need to be made on a strategic basis, as well as those made on a day to day basis in the context of planning and delivering large scale events involving some 4.6 million citizens in NSW every two years. My focus is upon exploring within the legal environment, opportunities to utilise technology and modern management practices to assist NSW citizens participate in the democratic processes.

What do you want to achieve in your time with NSWEC?

I want to complete the modernization of the electoral franchise so that enrolling and changing enrolment details occur seamlessly for citizens, and to ensure that NSW has the most up-to-date electoral enrolment system that has integrity and longevity.

I'm keen to use technology to provide options to eligible citizens to assist them to independently exercise their democratic entitlement.

In 2011/12, we will work with the NSW Government and the NSW Parliament to introduce new electoral and funding and disclosure legislation for NSW to ensure that it has the most contemporary legislation with the highest standard of transparency and integrity. Modernising the administration of State and Local Government elections is also a focus for the coming year.

What are the strengths of the team you have at NSWEC?

The NSWEC is fortunate to have a team of enthusiastic, committed and reflective staff who aim for excellence in electoral outcomes. An important leadership task I have is to encourage staff to analyse systems and processes to achieve improved services to electors.

What is interesting to you about working in electoral administration?

- The continuing challenges that come with implementing changes in the election process brought about through legislative amendments and new technologies.
- The satisfaction of playing a key role in an election event from inception planning to implementation, and the evaluation of each election event providing the opportunity to continuously improve election services for all stakeholders.
- Working with a team of dedicated professionals who have exemplary knowledge and experience in elections.

What do you want to achieve in your time with NSWEC?

- To build upon the reputation of the NSWEC as a professional organisation that delivers quality election services to all our stakeholders and provides demonstrable value for money for these services.
- To maximise the opportunities that technology can provide to improve the efficiency and effectiveness of election services that enables more electors to vote in ways that they want and need.

What are the skill strengths you and/or your team have?

- My experience of building stakeholder relationships and managing and co-ordinating major state, national and international events in NSW.
- This skill set complements the election administration skills, knowledge and experience of election events of the team built over many years.

Key Result Areas



Brian DeCelis

Director Funding and Disclosure

(Acting from 1 October 2008 to 18 October 2009)

Permanent appointment from 19 October 2009 to 30 June 2011

What is interesting to you about working in electoral administration?

The electoral environment in NSW is very dynamic. To be involved, through the administration of electoral legislation, invokes an ongoing challenge to create and manage processes and systems to meet the needs of all stakeholders while, at the same time, giving NSWEC staff a unique insight into the workings of democracy in New South Wales.

What do you want to achieve in your time with NSWEC?

While the primary focus working in the Commission may be electoral participants such as political parties and candidates, there are other interest groups such as the general public, researchers and the media. The challenge is to ensure that these services are provided in a supportive manner so as to not hinder or distract stakeholders from undertaking or performing their role in the electoral environment.

What are the skill strengths you and/or your team have?

Staff have an enormous pride in being proactive in identifying and delivering effective services. The desire to deliver these services with professionalism and integrity is paramount and this is enhanced through the experience and knowledge held by those involved across all facets of the office's administration.



Marie Swain

Director Corporate Communications

From 9 February 2009 to 30 June 2011

(On secondment to Division of Local Government, NSW Department of Premier and Cabinet from 27 June 2011)

What is interesting to you about working in electoral administration?

The challenge of ever evolving and advancing the services we provide to the NSW community as a whole.

What do you want to achieve in your time with NSWEC?

Increase awareness and understanding of the electoral process throughout the community by providing information specifically developed for the multitude of needs of individuals within NSW.

What are the skill strengths you and/or your team have?

The diverse skills of the team ensure that information and education about the electoral process are communicated in the most appropriate manner for all NSW electors, whether this is through presentation of information on the website, the use of social media, or the design and production of written materials.

NSWEC Corporate Governance



Trevor Follett

Director Finance

From 19 October 2005 to 30 June 2011

What is interesting to you about working in electoral administration?

- Constantly changing environment
- Provision of a 'public service' at the heart of democracy
- Delivery of new technology for electoral services
- Well resourced department with long term goals

What do you want to achieve in your time with NSWEC?

- Efficient operational entity
- Value for money services for the people of NSW
- Modern methods of engagement with the community
- Transparent reporting on services and costs
- Increased voter participation, particularly in current under-represented age groups and environments

What are the skill strengths you and/or your team have?

- High quality and transparent financial system
- Good internal controls and clean audit reports
- Balanced and supported views on appropriate allocation of costs
- Meet timelines for delivery of reporting to key stakeholders
- Good communication skills with internal and external clients



Paul Beeren

Director Enrolment

From 3 August 2009 to 30 June 2011

What is interesting to you about working in electoral administration?

- Moving NSW electoral enrolment processes from the 1850s to the modern era
- Facilitating the movement of Federal and other States' electoral enrolment processes from the 1850s to the modern era
- Working with a group of skilled and capable team members

What do you want to achieve in your time with NSWEC?

- Direct and automatic enrolment (SmartRoll) implemented and operating as a normal part of electoral business in NSW
- Direct and automatic enrolment implemented and operating as a normal part of business in all Australian electoral jurisdictions
- Improved electoral processes in general

What are the skill strengths you and/or your team have?

- High levels of technical and analytical skills in various areas including IT, marketing, demographics and the behaviour of large scale "customer" groups
- High levels of commercial acumen and complementary interpersonal skills
- Analysing processes – at both macro and micro scales
- Organisational behaviour and dynamics

Key Result Areas



Ian Brightwell

Director IT Services

From 1 July 2005 to 30 June 2011

What is interesting to you about working in electoral administration?

- I find the event nature of the work challenging as it gives a focus to the delivery date for projects which is not as critical in many other organisations
- I also find a sense of purpose in the work we do as I believe that confidence in the electoral process is essential for stability in our society

What do you want to achieve in your time with NSWEC?

- Improve the accessibility to, and reliability of, the electoral process
- At the very least keeping up with the public's expectations for use of technology in the electoral process

What are the skill strengths you and/or your team have?

- Experience in the management of technology in an organisational context
- Diverse range of problem solving skills at both the management and technical level
- Ability to adapt to new technology as it becomes available



Greg Brandtman

Director Administration

Temporary position, from 20 April 2010 to 30 June 2011

What is interesting to you about working in electoral administration?

I find it most satisfying working with a small group of committed people who deliver such major events of critical importance to the community.

What do you want to achieve in your time with NSWEC?

In the upcoming year I hope to support my colleagues to identify the opportunities and meet the challenges that lay ahead as we deliver the 2012 Local Government Elections.

What are the skill strengths you and/or your team have?

I am lucky to be part of a supportive and professional group of individuals. Their flexibility, good humour and facilitative nature is the key to our success.

NSWEC Corporate Governance



Sonja Hewison

Director Legal Services

From 22 May 2011 to 30 June 2011
(Senior Legal Officer, from 15 December 2008 to 21 May 2011)

What is interesting to you about working in electoral administration?

During my three years with the NSWEC I have had the unique opportunity to be involved in the development of world-leading electoral law reforms including the introduction of automatic enrolment, technology-assisted voting, and the capping of donations and spending in election campaigns.

I have enjoyed working together with innovative multidisciplinary teams in implementing these major enhancements to electoral administration in NSW.

What do you want to achieve in your time with NSWEC?

To build and lead a dynamic team of talented professionals in the provision of high quality legal and policy services to the NSWEC and the EFA.

In the short term, to meet the challenge of developing and implementing systems to support my team members in their new role of advising regulatory investigations under recent reforms to campaign finance laws to be implemented for the first time in the 2011/12 reporting year.

What are the skill strengths you and/or your team have?

- Qualified legal professionals with public and private sector experience.
- Advanced knowledge of electoral law and policy in relation to NSW Parliamentary and Local Government elections.
- Flexibility and creativity in working together with internal clients and external stakeholders towards developing legislative improvements to electoral administration.



Elizabeth Coombs

Director Performance Reporting

(part time)
From 1 July 2010 to 30 June 2011

What is interesting to you about working in electoral administration?

The unique nature of this organisation with its four yearly election cycles for Parliamentary and Local Government elections. The challenges are fascinating. The independence of the Commission means that it is even more important that it demonstrates its accountability to the NSW Parliament and the wider public.

What do you want to achieve in your time with NSWEC?

The establishment of a rigorous accountability framework the NSW Parliament and the NSWEC can rely upon to monitor the NSWEC's performance and improve electoral services.

What are the skill strengths you and/or your team have?

Analytical and management skills developed in a variety of NSW public sector agencies from central agencies, human service agencies through to State Owned Corporations.

Details of the NSWEC's Senior Executive Service profile are available at Appendix 9.

Key Result Areas

External Committees

Parliamentary Committees

There was one appearance before a Parliamentary Committee during the reporting year.

Figure 58
NSWEC Presentations to Parliamentary Committees, 2010/11.

Committee	Subject	Date of Presentation	Person who presented
Commonwealth Joint Standing Committee on Electoral Matters	SmartRoll	18/4/2011	Electoral Commissioner and Director Enrolment

Electoral Council of Australia

The NSW Electoral Commissioner is an active member of the Electoral Council of Australia (ECA), a consultative council of all Electoral Commissioners. It reviews the management of electoral rolls for Commonwealth, State, Territory and Local Government elections and considers advances of electoral administration in Australia. During the reporting year the ECA met on three occasions:

- Canberra, 20 August 2010;
- Melbourne, 26 November 2010; and
- Sydney, 25 March 2011.

The implementation of SmartRoll and iVote were major foci of discussions.

Figure 59
NSWEC Presentations to Electoral Council of Australia, 2010/11.

Subject	Date of Presentation	Person who presented
SmartRoll	26/11/2010	Electoral Commissioner and Director Enrolment
Sydney Town Hall Operations	26/3/2011	Director Elections

State and Territories Electoral Commissions

During 2010/11 the Electoral Commissioner stepped down from the position of Chair, State and Territories Electoral Commissions (STEC), a collaborative body that considers electoral policy and operational matters of mutual interest. The Commissioner remains an active member of STEC. The STEC group met on three occasions throughout the reporting year:

- Brisbane, 28 July 2010;
- Melbourne, 25 October 2010; and
- Sydney, 24 March 2011.

Matters progressed included comparative performance reporting, electoral roll management and technology-assisted voting amongst other matters.

NSWEC Corporate Governance

Figure 60
NSWEC Presentations to State and Territories Electoral Commissions, 2010/11.

Subject	Date of Presentation	Person who presented
Comparative Performance Measurement – Development of Standard Definitions for Electoral Statistics	28/7/2010	Director Performance Measurement
Provision of briefing notes on Development of Election Official Assessment	2/8/2010	Director Elections
Comparative Performance Measurement – Development of Common Core Survey Questions	24/3/2011	Director Performance Measurement
Performance Assessment Process for Election Officials for 2011 NSW State Election	24/3/2011	Director Elections
Provision of briefing notes on Election Official Recruitment Process	24/3/2011	Director Elections

AEC – NSWEC SmartRoll Steering Committee

As part of the SmartRoll project the Electoral Commissioner and the Director Enrolment attended the following meetings with the SmartRoll Steering Committee:

- Canberra, 16 September 2010;
- Canberra, 16 December 2010;
- Canberra, 2 February 2011; and
- Canberra, 12 May 2011.

An agenda item that generated considerable momentum was the impact of automatic enrolment in NSW, upon the AEC's management of the electoral roll.

Risk Management

During the reporting year the NSWEC monitored its risk management practices against the NSWEC and EFA Risk Management Policy and Plan which is compliant with the AS/NZS ISO 31000:2009 risk management standard and NSW Treasury guidelines. The NSWEC and EFA Risk Management Policy and Plan was endorsed by the Audit and Risk Committee on 14 May 2010 with monitoring of its implementation through the 2011 NSW State Election Programme Board structure.

During 2010/11, NSW State Election Project Owners and Project Managers attended risk management training workshops on risk identification, analysis and contingency planning, and how to use the online risk reporting tool.

The online risk management tool enabled effective monitoring and reporting of risks by highlighting those major risks/issues that were current and those major risks/issues that required attention by the Programme Board.

Reports on the top risks for the 2011 NSW State Election to the Audit and Risk Committee allowed external scrutiny and relevant feedback on those risks and the planned contingencies.

Key Result Areas

Incidents relating to the activities of election officials and the attendance of electors at polling places are mitigated via training programmes for election officials that emphasise risk management initiatives.

The NSWEC maintains insurance under the risk management system of the Treasury Managed Fund, namely, public liability, workers compensation, motor vehicle, property and miscellaneous insurances.

Compliance Reporting

Audit and Risk Committee

The NSWEC Audit and Risk Committee monitors and reviews practices and processes of the Commission and can make recommendations designed to reduce business risk and improve corporate governance.

During the year, the Audit and Risk Committee consisted of:

- Brian Suttor, Independent Chairperson;
- Kathleen Haddock, Independent member;
- John Barbeler, Independent member (1 July 2010 – 20 August 2010); and
- John Gordon, Independent member (appointed 13 October, 2010).

Committee members are required to declare any conflicts of interest. The Chair has declared that he is Chair of the Audit and Risk Committee of The Audit Office of NSW and also of the Board of Studies NSW. John Gordon has declared that he is a member of the Audit and Risk Committees for the Ambulance Service of NSW, NSW Health Infrastructure and is a member of the Board for South Western Sydney Local Health District. No other conflicts of interest have been recorded in the financial year.

Trevor Follett, Director Finance, is the Chief Audit Executive. He was in attendance at each meeting of the Audit and Risk Committee.

The following attended meetings of the Committee by invitation:

- Colin Barry, Electoral Commissioner;
- Peter Barnes, The Audit Office of NSW;
- KP Sharma, The Audit Office of NSW;
- Sivarajah Jeyapalan, The Audit Office of NSW;
- Mark Driessen, PricewaterhouseCoopers; and
- Damien Knowles, PricewaterhouseCoopers.

The Audit and Risk Committee met on four occasions during the year:

- Monday, 20 September 2010;
- Friday, 19 November 2010;
- Thursday, 17 February 2011; and
- Thursday, 19 May 2011.

Figure 61
Attendance at Audit and Risk Committee meetings, 2010/11.

Committee Members	Number of Meetings eligible to attend	Number of Meetings attended
Brian Suttor	4	4
Kathleen Haddock	4	4
John Gordon	3	3

During the year, the NSWEC continued to ensure that the 'Internal Audit and Risk Management Policy for the NSW Public Sector' was effective at the Commission. The policy aims to ensure that NSW government departments maintain organisational arrangements that provide additional assurance, independent from operational management, on internal audit and risk management. The policy mandates a set of 'core requirements' that must be maintained.

The six core requirements cover:

- Internal Audit Function;
- Audit and Risk Committee;
- Independent Chairs and Members;
- Charter and Committee Operations;
- Risk Management Standards; and
- Internal Audit Standards.

On 30 June 2011 the Electoral Commissioner attested that he was of the opinion that the NSWEC has the internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements as set out in the Treasury Circular NSW TC 09/08: *Internal Audit and Risk Management Policy*.

The Audit and Risk Committee responsibilities comply with the NSW Treasury Internal Audit Policy (TPP09-05).

Internal audit services were provided by Walter Turnbull which merged with PricewaterhouseCoopers (PWC) during the year. PWC has continued to provide this service to the NSWEC with monitoring and review by the Audit and Risk Committee. The NSW Audit Office as the external auditors are invited to meetings of the NSWEC Audit and Risk Committee.

Internal Audit and Risk Attestation

30 June 2011

Internal Audit and Risk Management Attestation for the 2010-11 Financial Year for the NSW Electoral Commission.

I, Colin Barry am of the opinion that the NSW Electoral Commission has internal audit and risk management processes in place that are, in all material respects, compliant with the core requirements set out in Treasury Circular 09/08 *Internal Audit and Risk Management Policy*. These processes provide a level of assurance that enables the senior management of the NSW Electoral Commission to understand, manage and satisfactorily control risk exposures.

I, Colin Barry am of the opinion that the Audit and Risk Committee for the NSW Electoral Commission is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08. The Chair and Members of the Audit and Risk Committee are:

- Brian Suttor, Independent Chair (term four years to 30 June 2013);
- Kathleen Haddock, Independent Member (term four years to 13 May 2014);
- John Gordon, Independent Member (term four years to 13 October 2014).

I, Colin Barry declare that this Internal Audit and Risk Management Attestation is made on behalf of the following entities:

NSW Electoral Commission
Election Funding Authority NSW



Colin Barry
Electoral Commissioner

Legislative Compliance

The NSWEC Legal Branch provides high quality, impartial legal advice and assistance to the NSWEC and advises the Electoral Commissioner on proposed legislative reforms.

Legislation

The NSWEC's work is governed by the following 10 main pieces of legislation:

- *Constitution Act 1902*;
- *Parliamentary Electorates and Elections Act 1912*;
- *Election Funding, Expenditure and Disclosures Act 1981*;
- *Local Government Act 1993*;
- *The City of Sydney Act 1988*;
- *Registered Clubs Act 1976*;
- *Industrial Relations Act 1996*;
- *Privacy and Personal Information Protection Act 1998*;
- *Public Finance and Audit Act 1983*; and
- *Public Sector Employment and Management Act 2002*.

During the reporting year, the NSWEC Legal Branch provided advice and legal support to the NSWEC and EFA in the preparation of legislative amendment proposals and representation of NSWEC and EFA interests in relation to the following Acts and Regulations impacting on the conduct of State, Local Government and Aboriginal Land Council elections and the regulation of election campaign finances:

- *Parliamentary Electorates and Elections Amendment Act 2010*;
- *Parliamentary Electorates and Elections Further Amendment Act 2010*;
- *Parliamentary Electorates and Elections Amendment (Transitional Provisions) Regulation 2010*;
- *Parliamentary Electorates and Elections Amendment Regulation 2011*;
- *Election Funding and Disclosures Amendment Act 2010*;

- *Election Funding and Disclosures (Transitional and Miscellaneous) Regulation 2010*;
- *Election Funding and Disclosures Amendment Regulation 2011*;
- *Local Government Amendment (Elections) Act 2011*;
- *Local Government (Shellharbour and Wollongong Elections) Act 2011 No.1*;
- *Aboriginal Land Rights Amendment Regulation 2011*; and
- *Privacy and Personal Information Protection Amendment Regulation 2011* (in relation to public registers kept by the EFA).

Legislative Amendments

Parliamentary Electorates and Elections Amendment Act 2010 No.1 (commencement date 28 April 2010)

This Act amended the *Parliamentary Electorates and Elections Act 1912* to enable the NSWEC to conduct an investigation into internet voting for persons with impaired vision or other disabilities. It also included amendments concerning the conduct of elections and the registration of political parties.

Parliamentary Electorates and Elections Further Amendment Act 2010 No.126 (commencement date 7 December 2010)

This Act amended the *Parliamentary Electorates and Elections Act 1912* to allow the NSWEC to approve procedures to facilitate voting by eligible electors at an election by means of technology-assisted voting. The amendments provided that the following categories of persons were "eligible electors" for the purposes of accessing technology-assisted voting: persons who are blind or whose vision is impaired; persons who have a disability within the meaning of *Anti-Discrimination Act 1977*; persons whose real place of living is not within 20 kilometres of a polling place; and persons who will be not within NSW throughout the hours of polling on polling day.

NSWEC Corporate Governance

[Parliamentary Electorates and Elections Amendment \(Transitional Provisions\) Regulation 2010 \(549\) \(commencement date 24 September 2010\)](#)

This Regulation delayed the operation of certain provisions of the *Parliamentary Electorates and Elections Act 1912* for a transitional period of 12 months. The provisions were subsection 106 (2B) (provisional voting), subsection 114R (5) (provisional pre-poll voting) and subsection 115A (2) (provisional absent voting).

[Parliamentary Electorates and Elections Amendment Regulation 2011 \(135\) \(commencement date 3 March 2011\)](#)

This Regulation amended the Parliamentary Electorates and Elections Regulation 2011, by omitting obsolete provisions and forms. It also updated certain references and prescribed evidence of identity required to support claims for enrolment or transfers of enrolment under the *Parliamentary Electorates and Elections Act 1912*.

[Election Funding, Expenditure and Disclosures Amendment Act 2010 No.95 \(commencement date 1 January 2011\)](#)

This Act renamed the *Election Funding and Disclosures Act 1981* to the *Election Funding, Expenditure and Disclosures Act 1981*. It introduced significant reforms including caps on amounts of political donations permitted to be received and electoral communication expenditure permitted to be incurred as well as conferring increased investigation and enforcement powers on the EFA as regulator of campaign finances. It also restructured public funding for NSW State election campaigns.

[Election Funding, Expenditure and Disclosures \(Transitional and Miscellaneous\) Regulation 2010 \(769\) \(commencement date 1 January 2011\)](#)

This Regulation amended the Election Funding, Expenditure and Disclosures Regulation by inserting provisions concerning the timeframe in which a disclosure of donations and expenditure must be made to the EFA and the information that must accompany the disclosure. It also amended and inserted provisions concerning the manner in which certain expenditure is to be vouched for in claims for payments from the

Election Campaigns Fund. The Regulation also included various savings and transitional matters.

[Election Funding, Expenditure and Disclosures Amendment Regulation 2011 \(129\) \(commencement date 3 March 2011\)](#)

This Regulation amended the Election Funding, Expenditure and Disclosures Regulation by providing that certain financial information that is required to accompany disclosure declarations is to be lodged in a form and manner approved by the EFA. The Regulation also prescribed certain offences under the *Election Funding, Expenditure and Disclosures Act 1981* and the Election Funding, Expenditure and Disclosures Regulation as penalty notice offences.

[Local Government \(Shellharbour and Wollongong Elections\) Act 2011 No.1 \(commencement date 10 May 2011\)](#)

This Act provided for fresh elections for the mayor and councillors for the Wollongong City Council area and the councillors for the Shellharbour City Council area, to be held on Saturday, 3 September 2011. The Act also required the administrators of Wollongong City Council to alter the ward boundaries of the Wollongong City Council area to reduce the number of wards from six to three.

[Local Government Amendment \(Elections\) Act 2011 No.24 \(commencement date 27 June 2011\)](#)

This Act amended the *Local Government Act 1993* by enabling councils, in general, to administer council elections, council polls and constitutional referendums rather than the NSWEC. If a council resolves, within a prescribed timeframe, that the NSWEC is to conduct that council's elections it may enter into an arrangement with the NSWEC for that purpose.

[Aboriginal Land Rights Amendment Regulation 2011 \(262\) \(date commenced 3 June 2011\)](#)

This Regulation amended provisions of the Aboriginal Land Rights Regulation 2002. The purpose of the amendment was to make provisions concerning the election of councillors for the New South Wales Aboriginal Land Council consistent with those governing State and Local Government elections.

Key Result Areas

Privacy and Personal Information Protection Amendment Regulation 2011 (in relation to public registers kept by the EFA) (138) (commencement date 3 March 2011)

This Regulation exempted the EFA from the provisions of Part 6 of the *Privacy and Personal Protection Information Act 1998* which prevented the EFA from disclosing by way of publication on the internet any personal information contained in a public register kept by the Authority. The amendment enables the EFA to now publish extracts of a register on its website.

Government Information (Public Access)

The *Freedom of Information Act 1989* was replaced by the *Government Information (Public Access) Act* on 1 July 2010.

Section 125 of the *Government Information (Public Access) Act 2009* requires the NSWEC to prepare an annual report on its obligations under this Act. The Government Information (Public Access) Regulation 2009 (the GIPA Regulation) sets out the information to be included in a GIPA Annual Report. Those provisions are set out in this report below.

During the year, the NSWEC finalised and published on its website open access information, known as mandatory proactive release of certain government information under section 6 of the *Government Information (Public Access) Act 2009*. This included a publication guide and NSWEC/EFA policies. Importantly, the NSWEC finalised its *Government Information (Public Access) Policy and Procedures* document which was made available on its website. The purpose of this policy is to ensure that the NSWEC and the EFA meet their obligations under the *Government Information (Public Access) Act 2009*.

Open access information also includes a Register of Government Contracts and a Disclosure Log of Access Applications. The Register of Government Contracts and the Disclosure Log were also published on the NSWEC's website. It is noted on the Disclosure Log that the NSWEC is yet to provide access to information applied for in an access application under the GIPA Act. This is because the majority of access applications received

by the NSWEC have been applications for publicly available information (see Figures 62 to 70).

Details of the review carried out by the NSWEC under subsection 7(3) of the GIPA Act in 2010/2011 and the details of any information made publicly available as a result of the review (CI 7(a) GIPA Regulation)

Section 7 of the GIPA Act authorises an agency to make any government information held by the agency publicly available unless there is an overriding public interest against disclosure of the information; this is known as authorised proactive release of information.

Subsection 7(3) of the GIPA Act requires an agency to review its program for the release of government information under section 7 in order to identify the information that should, in the public interest, be made publicly available. The NSWEC Management Committee will conduct that review at the end of June each year or as proposals in relation to authorised proactive release of information arise.

Throughout 2010/11, senior NSWEC staff identified information that should, in the public interest, be made available to the public. Information that was made available includes the information listed in the table below as well as numerous facts sheets, brochures, handbooks and publication guides easily accessible from the NSWEC or EFA websites.

NSWEC Corporate Governance

Figure 62
Government Information (Public Access) Act 2009.
Section 7 – Authorised proactive release of information during 2010/11.

Details	Approval	Released	Published	Type	Number of Pages
The 2011 NSW State Election LC preference data: preference file; candidate file; and information file	29/6/2011	29/6/2011	NSWEC Website	Zip folder (Excel, Word)	n/a
The functional specifications for the proportional representation computer count (PRCC)	29/5/2011	19/7/2011	NSWEC Website	PDF	47
Certifications that the PRCC systems complied with the count system as prescribed by the legislation	29/6/2011	20/7/2011	NSWEC Website	PDF	1
NSWEC Action Plan 2010-12: Multicultural	8/3/2011	8/3/2011	NSWEC Website	PDF & HTML	8
NSWEC Action Plan 2010-12: Aboriginal and Torres Strait Islander	7/3/2011	7/3/2011	NSWEC Website	PDF & HTML	6
NSWEC Action Plan 2010-12: Equal Access to Democracy	7/3/2011	7/3/2011	NSWEC Website	PDF & HTML	10
NSW State Election 2011: Strategy for conduct of election	14/2/2011	14/2/2011	NSWEC Website	PDF	44
NSW State Election 2011: Service Commitments	17/1/2011	17/1/2011	NSWEC Website	PDF	8
NSWEC Corporate Plan 2008-2011	10/12/2010	10/12/2010	NSWEC Website	PDF	13

The total number of access applications received by the NSWEC during 2010/11 (including withdrawn applications but not including invalid applications) (CI 7(b) Government Information (Public Access) Regulation)

A total of six access applications were received by the NSWEC during 2010/11. Of the six applications received, two were invalid applications that subsequently became valid applications. No applications were withdrawn.

The total number of access applications received by the NSWEC during 2010/11 that the NSWEC refused, either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the *Government Information (Public Access) Act 2009* (Information for which there is conclusive presumption of overriding public interest against disclosure) (CI 7(c) Government Information (Public Access) Regulation).

One access application received by the NSWEC during 2010/11 was refused because the application was for the disclosure of information referred to in Clause 5 of Schedule 1 to the *Government Information (Public Access) Act 2009* (legal professional privilege). The applicant sought access to the name(s) and political affiliations of any councillor, Member of Parliament and other persons that had been referred to the Crown Solicitor for prosecution for failing to lodge a disclosure declaration of political donations and electoral expenditure for the period ending 31 December 2009.

The NSWEC decided not to confirm or deny whether the information sought was held by the NSWEC because this information was subject to legal professional privilege. In addition, other public interest considerations, as set out under subsection 14(2) of the *Government Information (Public Access) Act 2009*, against disclosure of information in the nature of the information sought was that the disclosure could reasonably be expected to prejudice the effective exercise

Key Result Areas

by the EFA of its functions, and/or prejudice the prevention, detection or investigation of a contravention or possible contravention of the law or prejudice the enforcement of the law.

Notably, after the decision was made, the *Parliamentary Electorates and Elections Further Amendments Act 2010* amended Schedule 2 of the GIPA Act to provide that information relating to the investigative or prosecuting functions of the EFA is *excluded information* for the purpose of that Act.

Information, as set out in the form required by the tables in Schedule 2 of the Government Information (Public Access) Regulation, relating to the access applications made to the NSWEC during 2010/11 (CI 7(d) Government Information (Public Access) Regulation)

The NSWEC is required to complete Tables A – H from Schedule 2 of the Government Information (Public Access) Regulation. If no value exists for some reporting fields, this is noted with a “–”.

Figure 63

Government Information (Public Access) Act 2009.

Schedule 2: Table A – Number of applications by type of applicant and outcome. *

Type of Applicant	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	–	–	–	–	–	–	–	–
Members of Parliament	–	–	–	–	–	–	–	–
Private sector business	–	–	–	–	–	–	–	–
Not for profit organisations or community groups	–	–	–	–	1	–	–	–
Members of the public (application by legal representative)	–	–	–	–	2	–	–	–
Members of the public (other)	–	–	–	–	2	–	1	–

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

NSWEC Corporate Governance

Figure 64

Government Information (Public Access) Act 2009.

Schedule 2: Table B – Number of applications by type of application and outcome.

Application type	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications *	–	–	–	–	–	–	–	–
Access applications (other than personal information applications)	–	–	–	–	5	–	1	–
Access applications that are partly personal information applications and partly other	–	–	–	–	–	–	–	–

* A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Figure 65

Government Information (Public Access) Act 2009.

Schedule 2: Table C – Invalid applications.

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	2
Application is for excluded information of the agency (section 43 of the Act)	–
Application contravenes restraint order (section 110 of the Act)	–
Total number of invalid applications received	2
Invalid applications that subsequently became valid applications	2

Key Result Areas

Figure 66*Government Information (Public Access) Act 2009.***Schedule 2: Table D – Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of Act.**

Consideration	Number of times consideration used *
Overriding secrecy laws	–
Cabinet information	–
Executive Council information	–
Contempt	–
Legal professional privilege	1
Excluded information	–
Documents affecting law enforcement and public safety	–
Transport safety	–
Adoption	–
Care and protection of children	–
Ministerial code of conduct	–
Aboriginal and environmental heritage	–

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Figure 67*Government Information (Public Access) Act 2009.***Schedule 2: Table E – Other public interest considerations against disclosure – matters listed in table of section 14 of Act.**

Consideration	Number of occasions when application not successful
Responsible and effective government	–
Law enforcement and security	1
Individual rights, judicial processes and natural justice	–
Business interests of agencies and other persons	–
Environment, culture, economy and general matters	–
Secrecy provisions	–
Exempt documents under interstate Freedom of Information legislation	–

Figure 68*Government Information (Public Access) Act 2009.***Schedule 2: Table F – Timeliness.**

Consideration	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	6
Decided after 35 days (by agreement with applicant)	–
Not decided within time (deemed refusal)	–
Total	6

NSWEC Corporate Governance

Figure 69

Government Information (Public Access) Act 2009.

Schedule 2: Table G – Number of applications reviewed under Part 5 of the Act (by type of review and outcome).

Type of review	Decision varied	Decision upheld	Total
Internal review	–	–	–
Review by Information Commissioner*	–	1	1
Internal review following recommendation under section 93 of Act	–	–	–
Review by Administrative Decisions Tribunal	–	–	–
Total	–	1	1

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Figure 70

Government Information (Public Access) Act 2009

Schedule 2: Table H – Applications for review under Part 5 of the Act (by type of applicant).

Type of applicant	Number of applications for review
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	–

NSWEC Privacy Policy

The protection of personal information and the privacy of individuals are of paramount concern to the NSWEC and are covered in its privacy policy developed to comply with the provisions of the *Parliamentary Electorates and Elections Act 1912* and the *Privacy and Personal Information Protection Act 1998*.

The NSWEC uses electoral roll information to conduct State and Local Government elections and by-elections. The NSWEC may use the electoral roll information to write to electors about their enrolment or to provide them with information about an election.

Privacy and Data Protection

Personal information is not collected, used, disclosed or accessed for purposes other than as provided for in privacy legislation, electoral legislation or purposes directly related to the electoral process. As prescribed in section 31B of the Act, the printed NSW electoral roll is available for public inspection at the NSWEC. The roll is not available for sale.

Key Result Areas

Accountability

Joint Standing Committee on Electoral Matters

On 23 June 2011 the Premier of NSW referred to the Joint Standing Committee on Electoral Matters (JSCEM) matters relating to the conduct of the 2011 NSW State Election.

The JSCEM decided to await the NSWEC's Report on the Conduct of the NSW 2011 State Election before proceeding with any matters.

Feedback and Complaints Policy

The NSWEC online feedback form on our website proved to be very successful during the reporting year with 213 complaints and 23 compliments lodged via the facility. All complaints were logged into a centralised complaints database and information was used to improve services at the NSWEC.

Customer Complaints Process

Election stakeholders are able to provide feedback to the NSWEC via an online facility, letter, email, telephone and in person. Complaints received generally cover issues surrounding the NSWEC's operations and services, and the conduct of candidates and political parties.

Complaint numbers are at their highest during an election year. An increase can be directly related to a huge increase in the number of actively interested election stakeholders and people accessing election services in the lead-up to, and on, election day. For the financial year 2010/11, the NSWEC received a total of 344 complaints the majority of which (58.4%) were directly related to the March 2011 election. Other complaints concerned general matters and other elections run by the NSWEC. In relation to complaints raised about the 2011 NSW State Election, the three major matters of concern to complainants were website (20.2%), polling places (10.8%) and voting processes (8.9%).

The online facility for making complaints was well received with the majority of complaints taken by the online facility 213 (61.9%) followed by 81 (23.5%)

through correspondence, 48 (14%) by email and 2 (0.6%) by facsimile. This enabled better handling and review of complaints.

Planning and Performance Measurement

Performance reporting is an integral part of the service delivery improvement and accountability function of the NSWEC. Under relevant legislation such as the *Parliamentary Electorates and Elections Act 1912* the NSWEC is required to produce reports on our performance in conducting elections or on special initiatives such as iVote.

During 2010/11, the NSWEC worked on a number of publications and projects, including the NSWEC 2009/10 Annual Report. These included:

- *Service Commitments NSW State Election 2011* issued October 2010;
- *Strategy for Conduct of the Election – NSW State Election 2011* issued February 2011;
- Managed surveys of the State Election 2011 stakeholders;
- *Report on the Conduct of the 2011 NSW State Election* (still ongoing as at 30 June 2011);
- Updating the NSWEC Corporate Plan to cover the period of the 2012 Local Government Elections; and
- Development of web based access to NSWEC election statistics.

A full list of publications released by NSWEC is in Appendix 10.

The NSWEC Annual Report 2009/10 was tabled in Parliament in late 2010 and, in April 2011 won a Silver Award at the 2011 Australasian Reporting Awards.

During 2010/11 the NSWEC reviewed and updated a range of NSWEC policies and staff guidelines for the 2011 NSW State Election including its:

- Risk Management Policy and Plan; and
- Privacy Policy Statement and Management Plan.



“Your support very much appreciated – excellent brochures – good work!”

2011 NSW State Election – NSWEC’s Community Outreach – comments from organisations working with culturally and linguistically diverse communities.

The Performance Measurement team also prepared and presented information on Comparative Performance measurement across jurisdictions to the State and Territories Electoral Commissions (STEC).

Under STEC the NSWEC will continue to work to standardise the definition and calculation of electoral statistics across jurisdictions.

Reports on Local Government By-elections and the 2011 NSW State Election

Following Local Government by-elections a comprehensive report is prepared for the relevant Council about the conduct and costs of the by-election. Since the 2007 NSW State Election the NSWEC has prepared a comprehensive election report for the NSW Parliament’s Joint Standing Committee on Electoral Matters with copies also provided to the Premier and Leader of the Opposition.

The reports demonstrate accountability to election stakeholders and provide the NSWEC with an opportunity to educate stakeholders on the challenges and issues involved in conducting the election. The reports also serve as a means to communicate the election outcomes.

The report for the NSW Parliament contains detailed information on the NSWEC’s conduct of the 2011 NSW State Election, a review of services provided to the various stakeholder groups, detailed information on the NSWEC’s expenditure, and a full review of stakeholders’ satisfaction and feedback.

Key Result Areas

Financial Performance

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Financial Position

The NSWEC carries out its functions in accordance with the *Public Finance and Audit Act 1983* and the Treasurer's Directions. Audited Financial Statements accompany this report.

The Net Cost of Services for the year ended 30 June 2011 was \$55.888 million. This was under budget by \$8.361 million. The savings were primarily driven by lower transfer payments to the Election Funding Authority for payments to parties, groups and candidates. Further details are contained in the Chief Financial Officer's Report on page 117 and the Election Funding Authority Annual Report.

Payment Performance Indicators

The payment performance indicators reflect a continued high performance, with an average of 89.1% of all accounts being paid on time.

The performance indicators reflect a small number of invoices in dispute and discrepancies in billings. An analysis of payment performance indicators is available at Appendix 11.

Major Works

The NSWEC engaged in the following major works in 2010/11:

Project	Cost
iVote software system	\$3,200,000
Election event software systems	\$2,978,000
SmartRoll system	\$2,344,000
Election Funding disclosure system	\$1,056,000
Office fitout and furniture	\$813,000
Information technology hardware	\$388,000

Consultancies

The NSWEC did not have any consultancies.

Major Assets

The NSWEC has \$24.755 million in assets of which \$22.694 million is plant and equipment and intangible software systems. The software systems have a net book value of \$19.829 million.

Leave Entitlements

Recreation leave accruals for some officers are in excess of the maximum accrual. The NSWEC is working to an agreed plan to reduce leave balances and ensure that all employee leave is in line with the Public Service Conditions of Employment Award. Consistent with the award, the NSWEC aims to reduce leave balances for officers with balances over 30 days to between 20 to 30 days, on an ongoing basis, and for all officers to take at least two consecutive weeks leave every 12 months.

During 2010/11 all officers with excessive leave balances were required to prepare a recreation leave plan in consultation with their Director, to reduce their leave balance. In recognition of the work required in the lead-up to the 2011 State Election, approval was provided for officers to postpone extended periods of proposed leave until after the election.

Details of leave entitlements for 2010/11 appear below.

Leave Type	Cost
Recreation Leave	\$733,000
Long Service Leave	\$1,767,000

Chief Financial Officer's Report

The NSWEC stated in last year's Annual Report that one of its major focuses was to provide value for money for the people of NSW. During the last 12 months we have delivered the largest event in our four year cycle, that of the 2011 NSW State Election. The Cost of Services for 2010/11 was therefore the largest in that period and indeed in the history of the NSWEC. It is pleasing to report, however, that in terms of value for money the cost per elector of conducting this election was similar to 2007 at \$8.83. Given four years of inflation in the ensuing period this represented a significant saving. This saving was brought about by utilising the economy of scale of delivering services to a larger electoral roll than the previous general election while maintaining a cap on the total spend. Sadly, this lowering of cost per elector may not be the case with the next big event, the Local Government elections, as the legislative changes to allow councils to conduct their own elections may result in a lower number of elections being serviced by the NSWEC. This is a change in the business environment.

Revenue

The majority of the NSWEC's revenue is provided from the NSW Government Treasury Consolidated Fund. Separate appropriations are delivered for Recurrent and Capital works. The initial recurrent appropriation was \$58.447 million and this supported a Net Cost of Service level of \$64.249 million allowing for the non-cash items like depreciation and amortisation, and our own service revenues. These service revenues are from the provision of election services to local government councils for by-elections conducted along with election services for Statutory and Industrial Ballots. Against a budget of \$1.263 million the NSWEC delivered \$1.303 million in revenue, a positive result by 3%.

The initial Net Cost of Service support of \$64.249 million was supplemented during the year by additional appropriations of \$1.333 million for the increased administrative costs for the Election Funding Authority to meet the legislative amendments on the management of parties, groups and candidates along with donor disclosures and provision of an audit function. In addition we received a \$0.500 million rollover of underspent monies on the State General Election appropriation.

The initial Capital Appropriation of \$6.937 million was supplemented by rollovers of underspent 2009/10 funds of \$1.680 million. During the year the Election Funding Authority required \$0.715 million for the premises fit-out to house the additional staffing pursuant to its new responsibilities and the iVote web-enabled voting system development was funded for an additional \$1.7 million to bring this investment to \$3.2 million. The total capital budget after supplementation was \$11.032 million against which expenditure totalled \$10.777 million, a saving of \$0.255 million.

Expenses

Total expenses of \$57.190 million were under budget by \$8.322 million or 12.7%. While \$7.238 million of this was due to a lower than expected payments for the Election Funding Authority, savings were also made in operational and other protected line items. The payments to the Commonwealth under the Joint Roll Agreement of \$4.146 million were slightly adverse to budget by \$0.141 million. This cost will be reviewed in light of the contribution to the electoral roll that the NSW funded 'SmartRoll' product is bringing.

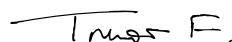
Assets

The NSWEC has \$24.755 million in assets as at 30 June 2011. The value of assets increased by \$6.039 million from the previous year largely as a result of the investment in the IT systems of 'SmartRoll' and 'iVote'. Current assets, such as cash and receivables fell slightly to \$2.061 million in recognition of the end of the election expenditure cycle.

Liabilities

Liabilities were little changed at \$2.788 million. The major portion of this is creditors of \$1.453 million.

I am pleased to present the New South Wales Electoral Commission's Financial Statements for 2010/11.



Trevor Follett
Chief Financial Officer

New South Wales Electoral Commission

Statement by the Electoral Commissioner

Pursuant to section 45F of the *Public Finance and Audit Act 1983*, I, to the best of my knowledge and belief state that:

- (a) The accompanying financial statements have been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, the Financial Reporting Code for Budget Dependent General Government Sector Agencies, the applicable clauses of the Public Finance and Audit Regulation 2010 and the Treasurer's Directions;
- (b) The statements exhibit a true and fair view of the financial position of the NSW Electoral Commission as at 30 June 2011, and transactions for the year then ended; and
- (c) There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Colin Barry
Electoral Commissioner
12 October 2011



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

New South Wales Electoral Commission

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the New South Wales Electoral Commission (the Commission), which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, the statement of changes in equity, the statement of cash flows and summary of compliance with financial directives for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information of the Commission and the consolidated entity. The consolidated entity comprises the Commission and the entities it controlled at the year's end or from time to time during the financial year.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Commission and the consolidated entity, as at 30 June 2011, and of the financial performance for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

The Electoral Commissioner's Responsibility for the Financial Statements

The Electoral Commissioner is responsible for the preparation and fair presentation of financial statements that give a true and fair view in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Electoral Commissioner determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Electoral Commissioner, as well as evaluating the overall presentation of the financial statements.

New South Wales Electoral Commission

Independent Auditor's Report

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Commission or the consolidated entity
- that they have carried out their activities effectively, efficiently and economically
- about the effectiveness of their internal control
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



Peter Achterstraat
Auditor-General

20 October 2011
SYDNEY

New South Wales Electoral Commission

Statement of comprehensive income for the year ended 30 June 2011

	Notes	Consolidated			Parent	
		Budget 2011 \$'000	Actual 2011 \$'000	Actual 2010 \$'000	Actual 2011 \$'000	Actual 2010 \$'000
Expenses excluding losses						
Operating expenses						
Employee related	2(a)	6,573	8,030	7,338	334	321
Personnel services	2(b)	–	–	–	7,221	6,207
Other operating expenses	2(c)	4,117	3,838	2,353	3,838	2,353
Depreciation and amortisation	2(d)	3,859	3,798	2,601	3,798	2,601
Other expenses	2(e)	50,963	41,524	8,024	41,524	8,024
Total Expenses excluding losses		65,512	57,190	20,316	56,715	19,506
Revenue						
Sale of goods and services	3(a)	1,106	946	991	946	991
Investment revenue	3(b)	157	357	147	357	147
Total Revenue		1,263	1,303	1,138	1,303	1,138
Loss on disposal of Assets	4	–	1	15	1	15
Net Cost of Services	22	64,249	55,888	19,193	55,413	18,383
Government Contributions						
Recurrent appropriation	5	58,447	50,384	13,806	50,384	13,806
Capital appropriation	5	6,937	10,645	10,585	10,645	10,585
Acceptance by the Crown Entity of employee benefits and other liabilities	6	404	475	810	–	–
Total Government Contributions		65,788	61,504	25,201	61,029	24,391
SURPLUS FOR THE YEAR		1,539	5,616	6,008	5,616	6,008
Other Comprehensive Income		–	–	–	–	–
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		1,539	5,616	6,008	5,616	6,008

The accompanying notes form part of these financial statements.

New South Wales Electoral Commission

Statement of changes in equity for the year ended 30 June 2011

	Notes	Accumulated Funds	
		Consolidated	Parent
		2011 \$'000	2011 \$'000
Balance at 1 July 2010		15,968	15,968
Surplus for the Year		5,616	5,616
Total other comprehensive income		–	–
Total comprehensive income for the year		5,616	5,616
Balance at 30 June 2011		21,584	21,584
Balance at 1 July 2009		9,960	9,960
Surplus for the Year		6,008	6,008
Total other comprehensive income		–	–
Total comprehensive income for the year		6,008	6,008
Balance at 30 June 2010		15,968	15,968

The accompanying notes form part of these financial statements.

New South Wales Electoral Commission

Statement of financial position as at 30 June 2011

	Notes	Consolidated			Parent	
		Budget 2011 \$'000	Actual 2011 \$'000	Actual 2010 \$'000	Actual 2011 \$'000	Actual 2010 \$'000
ASSETS						
Current Assets						
Cash and cash equivalents	9	1,212	1,177	2,208	1,177	2,208
Receivables	10	720	555	680	555	680
Inventories	11	–	90	32	90	32
Other	12	111	239	79	239	79
Total Current Assets		2,043	2,061	2,999	2,061	2,999
Non-Current Assets						
Plant and Equipment	13	5,544	2,865	2,637	2,865	2,637
Intangible assets	14	13,251	19,829	13,080	19,829	13,080
Total Non-Current Assets		18,795	22,694	15,717	22,694	15,717
Total Assets		20,838	24,755	18,716	24,755	18,716
LIABILITIES						
Current Liabilities						
Payables	16	1,396	1,611	1,361	1,611	1,361
Provisions	17	1,007	977	685	977	685
Other	18	447	200	447	200	447
Total Current Liabilities		2,850	2,788	2,493	2,788	2,493
Non-Current Liabilities						
Provisions	17	481	383	255	383	255
Total Non-Current Liabilities		481	383	255	383	255
Total Liabilities		3,331	3,171	2,748	3,171	2,748
Net Assets		17,507	21,584	15,968	21,584	15,968
EQUITY						
Accumulated funds		17,507	21,584	15,968	21,584	15,968
Total Equity		17,507	21,584	15,968	21,584	15,968

The accompanying notes form part of these financial statements.

New South Wales Electoral Commission

Statement of cash flows for the year ended 30 June 2011

	Notes	Consolidated			Parent	
		Budget 2011 \$'000	Actual 2011 \$'000	Actual 2010 \$'000	Actual 2011 \$'000	Actual 2010 \$'000
Cash flows from operating activities						
Payments						
Employee benefits and Personnel services		(5,810)	(7,309)	(6,410)	(7,309)	(6,410)
Other		(59,756)	(48,996)	(13,139)	(48,996)	(13,139)
Total Payments		(65,566)	(56,305)	(19,549)	(56,305)	(19,549)
Receipts						
Sale of goods and services		1,066	1,182	4,234	1,182	4,234
Interest received		157	197	179	197	179
Other		4,900	3,889	2,018	3,889	2,018
Total Receipts		6,123	5,268	6,432	5,268	6,432
Cash Flows from Government						
Recurrent appropriation		58,447	50,584	14,253	50,584	14,253
Capital appropriation		6,937	10,645	10,585	10,645	10,585
Cash transfer to the Consolidated Fund		–	(447)	(3,100)	(447)	(3,100)
Net Cash Flows from Government		65,384	60,782	21,738	60,782	21,738
Net cash flows from operating activities	22	5,941	9,745	8,621	9,745	8,621
Cash flows from investing activities						
Purchases of Plant and Equipment & Intangibles		(6,937)	(10,776)	(10,571)	(10,776)	(10,571)
Proceeds from sale of land and buildings, plant and equipment and infrastructure		–	–	3	–	3
Net cash flows from investing activities		(6,937)	(10,776)	(10,568)	(10,776)	(10,568)
Cash flows from financing activities						
Net cash flows from financing activities		–	–	–	–	–
Net increase / (decrease) in cash		(996)	(1,031)	(1,947)	(1,031)	(1,947)
Opening cash and cash equivalents		2,018	2,208	4,155	2,208	4,155
Closing cash and cash equivalents	9	1,022	1,177	2,208	1,177	2,208

The accompanying notes form part of these financial statements.

New South Wales Electoral Commission

Summary of compliance with financial directives

	2011				2010			
	Recurrent Appropriation \$'000	Expenditure / Net Claim On Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure / Net Claim On Consolidated Fund \$'000	Recurrent Appropriation \$'000	Expenditure / Net Claim On Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure / Net Claim On Consolidated Fund \$'000
Original budget appropriation/ expenditure								
Appropriation Act	58,447	50,766	6,937	6,937	15,137	15,137	5,974	5,974
	58,447	50,766	6,937	6,937	15,137	15,137	5,974	5,974
Other appropriations / expenditure								
Treasurer's Advance	2,057	1,672	4,095	3,708	1,762	1,315	6,300	4,611
	2,057	1,672	4,095	3,708	1,762	1,315	6,300	4,611
Total Appropriation Expenditure/ Net Claim on Consolidated Fund (includes transfer payments)	60,504	52,438	11,032	10,645	16,899	16,452	12,274	10,585
Amount draw down against Appropriation	–	52,638	–	10,645	–	16,899	–	10,585
Liability to Consolidated Fund	–	200	–	–	–	447	–	–

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

The "Liability to Consolidated Fund" represents the difference between the "Amount drawn down against Appropriation" and the "Total Expenditure/Net Claim on Consolidated Fund".

The accompanying notes form part of these financial statements.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

1. Summary of Significant Accounting Policies

(a) Reporting entity

The New South Wales Electoral Commission (NSWEC) is an independent statutory authority established under the *Parliamentary Electorates and Elections Act 1912* No 41. We conduct state elections, local council elections, NSW Aboriginal Land Councils and certain statutory elections.

The NSWEC is a NSW government department.

The NSWEC is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

The NSWEC, as a reporting entity, comprises the Commission and the entity under its control, namely: the Office of the New South Wales Electoral Commission.

These consolidated financial statements for the year ended 30 June 2011 have been prepared for the first time in 2010-2011 and authorised for issue by the Electoral Commissioner on 12 October 2011.

(b) Basis of preparation

The NSWEC's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the Public Finance and Audit Act 1983 and Regulation; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Plant and equipment is measured at fair value. Other financial statements items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

(d) Administered activities

The NSWEC administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of the NSWEC's own objectives.

Transactions and balances relating to the administered activities are not recognised as the NSWEC's revenue, expenses, assets and liabilities, but are disclosed in the accompanying schedules as "Administered Income" and "Administered Expenses".

The accrual basis of accounting and applicable accounting standards has been adopted.

(e) Insurance

The NSWEC's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claims experience.

(f) Accounting for the Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of GST, except that:

- the amount of GST incurred by the NSWEC as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense ; and
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

(g) Revenue recognition

Revenue is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.

(i) Parliamentary appropriations and contributions

Except as specified below, parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as revenue when the NSWEC obtains control over the assets comprising the appropriations / contributions. Control over appropriations and a contribution is normally obtained upon the receipt of cash.

Appropriations are not recognised as income when the appropriations are unspent at year end. Unspent appropriations are recognised as liabilities rather than income, as the authority to spend the money lapses and the unspent amount must be repaid to the Consolidated Fund.

The liability is disclosed in Note 18 as part of "Current Liabilities – Other". The amount will be repaid and the liability will be extinguished next financial year. Any liability in respect of transfer payments is disclosed in Note 23 "Administered assets".

(ii) Sale of goods

Revenue from the sale of goods is recognised as revenue when the NSWEC transfers the significant risks and rewards of ownership of the assets.

(iii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

(iv) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 Financial Instruments: Recognition and Measurement.

(h) Assets

(i) Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled

by the NSWEC. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. the deferred payment amount is effectively discounted at an asset-specific rate.

(ii) Capitalisation thresholds

Plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

The costs of assets or parts of an asset that form part of a network (e.g. computer system and office furniture) should be aggregated together when applying the capitalization threshold. For example, although each individual item making up a set of office furniture may not be material, the total cost of the network could well exceed \$5,000 and therefore should be capitalized.

(iii) Revaluation of plant and equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current assets at Fair Value" Policy and Guidelines Paper (TPP 07-1). This policy adopts fair value in accordance with the AASB 116 Property, Plant and Equipment.

Plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

Fair value of plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

The NSWEC's tangible assets are comprised wholly of plant and equipment, which are valued at fair value.

(iv) Impairment of plant and equipment

As a not-for-profit entity with no cash generating units, the NSWEC is effectively exempted from AASB 136 Impairment of Assets and impairment testing.

This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

(v) Depreciation of plant and equipment

Depreciation is provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the NSWEC.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

Asset Type	Useful Life
Computer Equipment	4 Years
Plant and Equipment	7 Years
Furniture and Fixtures	8 Years
Leasehold Improvements	7 Years or to the end of the lease, if shorter

(vi) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

(vii) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

(viii) Leased assets

Operating lease payments are charged to the Statement of Comprehensive Income in the periods in which they are incurred.

No assets have been acquired under finance lease arrangements.

(ix) Intangible assets

The NSWEC recognises intangible assets only if it is probable that future economic benefits will flow to the NSWEC and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition. Currently, the NSWEC's intangible assets solely comprise software.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the NSWEC's intangible assets, the assets are carried at cost less any accumulated amortisation.

The NSWEC's intangible assets are amortised using the straight line method over a period of between 4 years and 8 years.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

(x) Inventories

Inventories held for distribution are stated at cost, adjusted when applicable, for any loss of service potential. A loss of service potential is identified and measured based on the existence of a current replacement cost that is lower than the carrying amount. Inventories (other than those held for distribution) are stated at the lower of cost and net realisable value.

(xi) Receivables

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest rate method, less an allowance for any impairment of receivables. Any changes are accounted for in the Statement of Comprehensive Income when impaired or derecognised.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(xii) Other assets

Other assets are recognised on a cost basis.

(i) Liabilities

(i) Payables

These amounts represent liabilities for goods and services provided to the NSWEC and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(ii) Personnel services provision and employee benefits provision

The Office of the New South Wales Electoral Commission provides employees to the NSWEC entity to enable it to carry out its functions.

Personnel services provision relates to employee related provisions for those employees employed by the Office of New South Wales Electoral Commission.

Employee benefits provision relates to employees directly employed by NSWEC.

Employee related provisions include:

(a) Salaries and wages, annual leave, sick leave and on-costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 Employee Benefits. Market yields on government bonds of 5.67% are used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(b) Long service leave and superannuation

The NSWEC's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The NSWEC accounts for the liability as having been extinguished,

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

resulting in the amount assumed being shown as part of the non-monetary income item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 11/06) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

(iii) Other provisions

Other provisions exist when: the NSWEC has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

If the effect of the time value of money is material, provisions are discounted at 5.67%, which is a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

(j) Equity and reserves

(a) Accumulated Funds

The category accumulated funds includes all current and prior period retained funds.

(k) Budgeted amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s 21A, s 24 and/or s 26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Statement of Comprehensive Income and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts, i.e. per the audited financial statement (rather than the carried forward estimates).

(l) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

(m) Adoption of New and Revised Accounting Standards/Interpretation

AASB 101 Presentation of Financial Statements (Compiled June 2009)

(n) New Australian Accounting Standards issued but not effective

The following new Accounting Standards have not been applied and are not yet effective as mandated by Treasurer. The possible impact of the Standards in the period of initial application is not able to be reliably measured.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

Accounting standard	Issue date	Effective date – first day of financial reporting period impacted
AASB 9 Financial Instruments	Dec 2010	1 July 2013
AASB124 Related Party Disclosures	Dec 2009 / July 2011	1 July 2011 / 1 July 2013
IFRS 10 Consolidated financial statements	May 2011	1 July 2013
IFRS 11 Joint arrangements	May 2011	1 July 2013
IFRS 12 Disclosure of interests in other entities	May 2011	1 July 2013
IAS 27 Separate financial statements	May 2011	1 July 2013
IAS 28 Investments in Associates and Joint Ventures	May 2011	1 July 2013
IFRS 13 Fair value measurement	May 2011	1 July 2013
AASB 1049 Whole of Government and General Government Sector, Financial Reporting	May 2011	1 July 2012
AASB 1054 Australian additional disclosures	May 2011	1 July 2011
IAS 1 Presentation of Financial Statements	June 2011	1 July 2013
IAS 19 Employee Benefits	June 2011	1 July 2013

It is considered that the adoption of these Standards and interpretations in future periods will have no material financial impact on the financial statement of the Division.

2. Expenses Excluding Losses

(a) Employee related expenses

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Salaries and wages (including recreation leave)	6,673	5,803	284	278
Superannuation				
defined benefit Plan	267	231	–	–
defined contribution Plan	400	312	15	14
Long service leave	206	631	35	29
Workers' compensation insurance	83	25	–	–
Payroll tax and fringe benefits tax	401	336	–	–
	8,030	7,338	334	321

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

(b) Personnel services expenses

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Personnel services expense	–	–	7,221	6,207

These relate to expenses for personnel services provided by the Office of the New South Wales Electoral Commission.

(c) Other operating expenses include the following:

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Auditor's remuneration	52	52	52	52
Internal audit	120	78	120	78
Operating lease rental expense				
– minimum lease payments	1,139	800	1,139	800
Storage	20	21	20	21
Printing	374	141	374	141
Postage	259	109	259	109
Consulting	536	217	536	217
Software maintenance and licences	272	282	272	282
Advertising	383	47	383	47
Legal fees	4	17	4	17
Restoration Costs	23	12	23	12
Insurance	55	61	55	61
Telephone	78	50	78	50
Travel	52	63	52	63
Maintenance*	11	13	11	13
Recruitment cost	15	20	15	20
Electricity	38	41	38	41
Stationery	60	41	60	41
Training	13	58	13	58
Low Pool Assets	6	12	6	12
Other	328	218	328	218
	3,838	2,353	3,838	2,353

* Reconciliation – Total Maintenance.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Maintenance expense – contracted labour and others (non-employee related), as above	11	13	11	13
Total maintenance expense included in Note 2(c)	11	13	11	13

(d) Depreciation and amortisation expense

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Depreciation	905	762	905	762
Amortisation	2,893	1,839	2,893	1,839
	3,798	2,601	3,798	2,601

(e) Other expense

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
By-Election	82	382	82	382
General Election	37,296	3,620	37,296	3,620
Joint Roll Agreement (Payment to the Commonwealth)	4,146	4,022	4,146	4,022
	41,524	8,024	41,524	8,024

3. Revenue

(a) Sale of goods and services

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Sales of goods	54	42	54	42
Rendering of services	892	949	892	949
	946	991	946	991

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

(b) Investment revenue

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Interest	357	147	357	147

4. Loss on disposal of Assets

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Disposal of plant and equipment	1	15	1	15

5. Appropriations

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Recurrent appropriations				
Total recurrent draw-downs from NSW Treasury (per Summary of Compliance)	52,638	16,899	52,638	16,899
Less: Liability to Consolidated Fund (per Summary of Compliance)	(200)	(447)	(200)	(447)
	52,438	16,452	52,438	16,452
Comprising:				
Recurrent appropriations (per statement of comprehensive income)	50,384	13,806	50,384	13,806
Transfer payments	2,054	2,646	2,054	2,646
	52,438	16,452	52,438	16,452
Capital Appropriations				
Total capital draw-downs from NSW Treasury (per Summary of Compliance)	10,645	10,585	10,645	10,585
Less: Liability to Consolidated Fund (per Summary of Compliance)	–	–	–	–
	10,645	10,585	10,645	10,585
Comprising:				
Capital appropriations (per statement of comprehensive income)	10,645	10,585	10,645	10,585

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

6. Acceptance by the Crown Entity of Employee Benefits and Other Liabilities

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Superannuation	267	231	–	–
Long service leave	193	566	–	–
Payroll tax	15	13	–	–
	475	810	–	–

7. Transfer payments

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Election Funding Authority	2,054	2,646	2,054	2,646

8. Service Group Statement

The NSWEC has one service group only. Details of the expenses, revenue, assets and liabilities for this service group are available in the Statement of Comprehensive Income and Statement of Financial Position. Service group statements therefore have not been prepared. Administered expenses and income are shown as a separate note.

9. Current Assets – Cash and Cash Equivalents

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Cash at bank and on hand	1,177	2,208	1,177	2,208
	1,177	2,208	1,177	2,208

For the purposes of the Statement of Cash Flows, cash and cash equivalents include cash on hand and cash at bank.

Cash and cash equivalents assets recognised in the Statement of Financial Position are reconciled at the end of the financial year to the Statement of Cash Flows as follows:

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Cash and cash equivalents (per Statement of Financial Position)	1,177	2,208	1,177	2,208
Closing cash and cash equivalents (per Statement of Cash Flows)	1,177	2,208	1,177	2,208

Refer Note 27 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

10. Current Assets – Receivables

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Sale of goods and services	92	63	92	63
Accrued income	110	286	110	286
GST recoverable from the taxation authority	317	269	317	269
Prepayments	36	62	36	62
	555	680	555	680

For the year ended 30 June 2011, there were no transactions written off as bad debts.

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are disclosed in Note 27.

11. Current Assets – Inventories

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Held for distribution				
Requisite Election Materials	–	26	–	26
Held for resale				
Requisite Election Materials	90	6	90	6
	90	32	90	32

12. Current Assets – Other

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Accrued interest income	239	79	239	79

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

13. Non-Current Assets – Plant and Equipment Consolidated and Parent

	Computer Hardware	Furniture, Fittings & Leasehold Improvement	Plant and Equipment	Total
At 1 July 2010 – fair value	\$'000	\$'000	\$'000	\$'000
Gross carrying amount	2,352	2,296	649	5,297
Accumulated depreciation	(1,265)	(1,209)	(186)	(2,660)
Net Carrying amount	1,087	1,087	463	2,637
At 30 June 2011 – fair value	\$'000	\$'000	\$'000	\$'000
Gross carrying amount	2,733	2,995	647	6,375
Accumulated depreciation	(1,616)	(1,644)	(250)	(3,510)
Net Carrying amount	1,117	1,351	397	2,865

Reconciliation

A reconciliation of the carrying amounts of plant and equipment at the beginning and end of the current reporting period is set out below:

	Computer Hardware	Furniture, Fittings & Leasehold Improvement	Plant and Equipment	Total
Year ended 30 June 2011	\$'000	\$'000	\$'000	\$'000
Net carrying amount at start of the year	1,087	1,087	463	2,637
Additions	425	699	11	1,135
Disposals	(1)	–	–	(1)
Depreciation expense	(393)	(435)	(77)	(905)
Net Carrying amount at end of the year	1,117	1,351	397	2,865

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

	Computer Hardware	Furniture, Fittings & Leasehold Improvement	Plant and Equipment	Total
At 1 July 2009 – fair value	\$'000	\$'000	\$'000	\$'000
Gross carrying amount	1,456	1,984	375	3,815
Accumulated depreciation	(865)	(912)	(167)	(1,944)
Net Carrying amount	591	1,072	208	1,871
At 30 June 2010 – fair value	\$'000	\$'000	\$'000	\$'000
Gross carrying amount	2,352	2,296	649	5,297
Accumulated depreciation	(1,265)	(1,209)	(186)	(2,660)
Net Carrying amount	1,087	1,087	463	2,637

Reconciliation

A reconciliation of the carrying amounts of plant and equipment at the beginning and end of the current reporting period is set out below:

	Computer Hardware	Furniture, Fittings & Leasehold Improvement	Plant and Equipment	Total
Year ended 30 June 2010	\$'000	\$'000	\$'000	\$'000
Net carrying amount at start of the year	591	1,072	208	1,871
Additions	896	312	338	1,546
Disposals	–	–	(19)	(19)
Depreciation expense	(400)	(297)	(64)	(761)
Net Carrying amount at end of the year	1,087	1,087	463	2,637

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

14. Intangible Assets – Consolidated and Parent

	Software	Total
At 1 July 2010	\$'000	\$'000
Gross carrying amount	20,297	20,297
Accumulated amortization	(7,217)	(7,217)
Net Carrying amount	13,080	13,080
At 30 June 2011		
Gross carrying amount	29,939	29,939
Accumulated amortization	(10,110)	(10,110)
Net Carrying amount	19,829	19,829

Reconciliation

A reconciliation of the carrying amounts of intangible assets at the beginning and end of the current reporting period is set out below:

	Software	Total
Year ended 30 June 2011	\$'000	\$'000
Net carrying amount at start of the year	13,080	13,080
Additions	9,642	9,642
Disposals	–	–
Depreciation expense	(2,893)	(2,893)
Net Carrying amount at end of the year	19,829	19,829

	Software	Total
At 1 July 2009	\$'000	\$'000
Gross carrying amount	11,257	11,257
Accumulated depreciation	(5,378)	(5,378)
Net Carrying amount	5,879	5,879
At 30 June 2010	\$'000	\$'000
Gross carrying amount	14,919	14,919
Accumulated depreciation	(1,839)	(1,839)
Net Carrying amount	13,080	13,080

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

Reconciliation

A reconciliation of the carrying amounts of intangible assets at the beginning and end of the current reporting period is set out below:

	Software	Total
Year ended 30 June 2010	\$'000	\$'000
Net carrying amount at start of the year	5,879	5,879
Additions	9,040	9,040
Disposals	–	–
Depreciation expense	(1,839)	(1,839)
Net carrying amount at end of the year	13,080	13,080

15. Restricted Assets

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Liability to Consolidated Fund	200	447	200	447

16. Current Liabilities – Payables

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Employee benefits payable	158	201	158	201
Creditors	1,453	1,160	1,453	1,160
	1,611	1,361	1,611	1,361

The personnel services payable relate to the accrued cost of personnel services provided by the Office of the New South Wales Electoral Commission.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

17. Current / Non-Current Liabilities – Provisions

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
CURRENT				
Personnel services and employee benefits				
Employee benefits provision	953	661	953	661
	953	661	953	661
Other provisions				
Lease incentive on rental	24	24	24	24
Total Current Provisions	977	685	977	685
NON-CURRENT				
Long service leave on-costs (a)	6	9	6	9
	6	9	6	9
Other provisions				
Lease incentive on rental	9	33	9	33
Restoration Costs (b)	368	213	368	213
	377	246	377	246
Total Non-Current Provisions	383	255	383	255
Aggregate personnel services and employee benefits related liabilities				
Provisions – current	953	661	953	661
Provisions – non-current	6	9	6	9
Personnel services payable (note 16)	158	201	158	201
	1,117	871	1,117	871

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

- (a) The personnel services provision and the employee benefits provision include a value of leave and on-costs expected to be taken within twelve months and after twelve months is as follows:

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Short term – less than 12 months				
Recreation leave	468	349	468	349
Long service leave on-costs	6	9	6	9
	474	358	474	358
Long term – after 12 months				
Recreation leave	305	147	305	147
Long service leave on-costs	180	165	180	165
	485	312	485	312

- (b) A provision has been recognised for the estimated costs to be incurred for the make good clause on the Kent Street Office fit out. A discount rate of 5.080% based on market yield on Commonwealth Government bonds has been applied to reflect the present value of the estimated costs to be incurred.

Movements in other provisions (Other than Personnel services or Employee benefits)

Movements in each class of provisions during the financial year, other than employee benefits, are set out below:

	Lease incentive on rental	Restoration costs	Total
	\$'000	\$'000	\$'000
2011			
Carrying amount at the beginning of financial year	57	213	270
Additional provisions recognised	–	155	155
Amounts used	(24)	–	(24)
Carrying amount at end of financial year	33	368	401
2010			
Carrying amount at the beginning of financial year	80	202	282
Additional provisions recognised	–	11	11
Amounts used	(23)	–	(23)
Carrying amount at end of financial year	57	213	270

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

18. Current Liabilities – Other

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Liability to Consolidated Fund	200	447	200	447

19. Commitments for Expenditure

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Operating Lease Commitments				
Future non-cancellable operating lease rentals not provided for and payable				
Not later than one year	1,655	1,546	1,655	1,546
Later than one year and not later than five years	3,599	4,001	3,599	4,001
Later than five years	–	425	–	425
Total (including GST)	5,254	5,972	5,254	5,972

These operating lease commitments are not recognised in the financial statements as liabilities. GST has been calculated at the rate of 10% and has been assumed to remain constant for the five years.

20. Contingent Liabilities and Contingent Assets

The NSWEC has no contingent liability as at 30 June 2011 (2010: Nil)

The NSWEC has no contingent assets (2010: Nil)

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

21. Budget Review

Net cost of services

The actual net cost of services was lower than budgeted by \$8,361,000. This was primarily due to lower expenditures on the Election Funding Authority payment to candidates, groups and parties in the current year.

Assets and Liabilities

Assets were above budget by \$3,917,000.

This is primarily due to the increase in investment of system development for the iVoting program for additional funding of \$1,700,000.

We have also received appropriation approval of \$715,000 in relation to the fit out and computer hardware costs to house the additional staff as a result of the increased administrative responsibilities resulting from the passage of the Funding and Disclosures Amendment Bill 2010.

Treasury has approved \$740,000 for the provision of the Election Funding System and \$940,000 for the SmartRoll implementation.

Liabilities were below budget by \$160,000. This is primarily due to the decrease in liability-others of \$247,000. A new liability to the consolidated fund of \$200,000 has been posted related to the State General Election program in March 2011.

Cash Flows

Closing Cash Flow is above the budget by \$155,000. The increase in cash was due to the lower expenditures for the State General Election program than budgeted. A liability for \$200,000 has been provided for to repay the consolidated fund.

22. Reconciliation of Cash Flows from Operating Activities to Net Cost of Services

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Net cash flows on operating activities	9,745	8,621	9,745	8,621
Cash Flows from Government/ Appropriations	(60,782)	(21,738)	(60,782)	(21,738)
Acceptance by the Crown Entity of employee benefits, personnel services and other liabilities	(475)	(810)	–	–
Depreciation and amortisation	(3,798)	(2,601)	(3,798)	(2,601)
Decrease/(increase) in provisions	(420)	8	(420)	8
Increase/(decrease) in receivables and other assets	93	(2,689)	93	(2,689)
Decrease/(increase) in payables	(250)	31	(250)	31
Net gain/(loss) on disposal of plant and equipment & intangible assets	(1)	(15)	(1)	(15)
Net cost of services	(55,888)	(19,193)	(55,413)	(18,383)

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

23. Administered Assets and Liabilities

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Administered Assets:				
Fines for failure to vote	598	766	598	766
Administered Liabilities				
Fines for failure to vote	-	-	-	-

24. Administered Expense – Debts Written Off

There were no debts written off which related to Administered Income (2010: Nil).

25. Administered Income

	Consolidated		Parent	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Fines for failure to vote	8,474	999	8,474	999

26. Administered Assets – Schedule of Uncollected Amounts

There is \$8,134,203.05 to be collected for the fines (2010: \$933,750.00)

27. Financial Instruments

The NSWEC's principal financial instruments are outlined below. These financial instruments arise directly from the NSWEC's operations or are required to finance the NSWEC's operations. The NSWEC does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The NSWEC's main risks arising from financial instruments are outlined below, together with the NSWEC's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Electoral Commissioner has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the NSWEC, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit Committee on a continuous basis.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

(a) Financial instrument categories

			Carrying Amount	Carrying Amount
Financial Assets	Note	Category	2011 \$'000	2010 \$'000
Class:				
Cash and cash equivalents	9	N/A	1,177	2,208
Receivables *	10	Loans and receivables (at amortised cost)	201	410
Other financial assets	12	Loans and receivables (at amortised cost)	239	79

			Carrying Amount	Carrying Amount
Financial Liabilities	Note	Category	2011 \$'000	2010 \$'000
Class:				
Payables **	16	Financial liabilities measured at amortised cost	1,575	311

Notes:

* Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).

** Excludes statutory payables and unearned income (i.e. not within scope of AASB 7).

(b) Credit Risk

Credit risk arises when there is the possibility of the NSWEC's debtors defaulting on their contractual obligations, resulting in a financial loss to the NSWEC. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the NSWEC, including cash, receivables, and authority deposits. No collateral is held by the NSWEC. The NSWEC has not granted any financial guarantees.

Credit risk associated with the NSWEC's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury. The TCorp Hour Glass cash facility is discussed in para (e) below.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

Receivables – trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The NSWEC is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2011:\$19,180.32; 2010: \$12,966) these represent 100% of the total trade debtors.

The only financial assets that are past due or impaired are "sales of goods and services" in the "receivables" category of the statement of financial position.

	Total *	Past due but not impaired *	Considered Impaired *
2011	\$'000	\$'000	\$'000
< 3 months overdue	-	-	-
3 months – 6 months overdue	-	-	-
> 6 months overdue	-	-	-
2010			
< 3 months overdue	6	-	-
3 months – 6 months overdue	-	-	-
> 6 months overdue	8	-	-

Notes*:

1. Each column in the table reports "gross receivables".
2. The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the "total" will not reconcile to the receivables total recognised in the statement of financial position.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

(c) Liquidity risk

Liquidity risk is the risk that the NSWEC will be unable to meet its payment obligations when they fall due. The NSWEC continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

During the current and prior years, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. The NSWEC's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

The table below summarises the maturity profile of the NSWEC's financial liabilities, together with the interest rate exposure.

	Interest Rate Exposure					Maturity Dates		
	Weighted Average Effective Interest Rate %	Nominal Amount \$'000	Fixed Interest Rate	Variable Interest Rate	Non-interest bearing	< 1 yr	1-5 yrs	> 5 yrs
2011								
Payables	–	1,611	–	–	–	1,611	–	–
2010								
Payables	–	1,361	–	–	–	1,361	–	–

(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. NSWEC has no exposure to foreign currency risk and does not enter into commodity contracts.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

(e) Interest rate risk

NSWEC does not have exposure to interest rate risk through interest bearing liabilities. NSWEC does not account for any fixed rate financial instruments at fair value through profit or loss or as available-for-sale. Therefore, for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The NSWEC's exposure to interest rate risk is set out below.

\$'000					
		-1%		1%	
2011	Carrying Amount	Profit	Equity	Profit	Equity
<i>Financial assets</i>					
Cash and cash equivalents	1,177	-12		12	
Financial assets at fair value					
Other financial assets	239	-2		2	
2010					
<i>Financial assets</i>					
Cash and cash equivalents	2,208	-22		22	
Financial assets at fair value					
Other financial assets	79	-1		1	

(f) Fair value compared to carrying amount

Financial instruments are generally recognised at cost.

The amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short-term nature of many of the financial instruments.

(g) Fair value recognised in the statement of financial position

NSWEC uses the following hierarchy for disclosing the fair value of financial instruments by valuation technique:

- Level 1 – Derived from quoted prices in active markets for identical assets / liabilities.
- Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- Level 3 – Derived from valuation techniques that included inputs for the asset / liability not based on observable market data (unobservable inputs)

Except for the financial assets at carrying value disclosed in Note (f) above, NSWEC does not have any other financial instruments at fair value.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

28. After Balance Date Events

There are no events subsequent to balance date which affect the financial statements.

29. Related Party Transaction

All transactions for Election Funding Authority of New South Wales are conducted through the NSW Electoral Commissions' accounting framework. Within this framework, employee related expenses of \$1,291,655 (\$888,983 in 2010) and other operating expenses of \$1,384,269 (\$237,272 in 2010) are recognised as attribute to the EFA.

Major reforms to funding and disclosure legislation have commenced on 1 January 2011 and will impact on political donations, campaign expenditure and public funding for NSW State elections. In particular, the reforms impose caps on political donations and electoral communication expenditure and provide for a restructure in public funding for NSW State election campaigns.

The *Election Funding and Disclosures Act 1981* will be renamed the *Election Funding, Expenditure and Disclosures Act 1981*.

The amendments establish the Election Campaigns Fund, the Administration Fund and the Policy Development Fund (to replace the Central Fund, the Constituency Fund and the Political Education Fund).

30. Prior Period Error

The Office of the New South Wales Electoral Commission commenced operation on 1 July 2006 when it assumed responsibility for the employees and employee-related liabilities of the NSWEC. Until now, employee benefits expenses and provisions continued to be recognised in the financial statements of NSWEC. These should have been recognised in the financial statements of the Office of New South Wales Electoral Commission and the equivalent personnel services expenses and provisions recognised by NSWEC.

The correction of this error has required the reclassification of employee-related expenses in the Statement of Comprehensive Income. The error does not affect the Statement of Financial Position. NSWEC's provision for employee entitlements has been simply reclassified to a provision for personnel services in the relevant notes. The current and non current provision balances disclosed in the Statement of Financial Position remain unchanged.

The errors have been corrected in the 2010 comparative figures for the parent entity in these financial statements.

New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

The error has been corrected by restating each of the affected financial statement line items for the prior periods as follows:

Parent	30 June 2010	Increase / (Decrease)	30 June 2010 (Restated)	30 June 2009	Increase / (Decrease)	1 July 2009 (Restated)
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance sheet (extract)						
Current liabilities						
Personnel services payable	–	–	–	–	–	–
Accrued salaries, wages and on-costs	201	(201)	–	101	(101)	–
Personnel services provision	–	871	871	–	753	753
Employee benefits and related on-costs	661	(661)	–	647	(647)	–
Non-current liabilities						
Personnel services provision	–	–	–	–	–	–
Employee benefits and related on-costs	9	(9)	–	5	(5)	–

Parent	30 June 2010	Increase / (Decrease)	30 June 2010 (Restated)
	\$'000	\$'000	\$'000
Income statement (extract)			
Expenses excluding losses			
Operating expenses – Employee related	6,207	(6,207)	–
Operating expenses – Personnel services	–	6,207	6,207

End of audited financial statements

Office of the New South Wales Electoral Commission

Statement by the Electoral Commissioner

Pursuant to section 45F of the *Public Finance and Audit Act 1983*, I, to the best of my knowledge and belief state that:

- (a) The accompanying financial statements of the Office of the New South Wales Electoral Commission have been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, the Financial Reporting code for Budget Dependent General Government Sector Agencies, the applicable clauses of the Public Finance and Audit Regulation 2010 and the Treasurer's Directions;
- (b) The statements exhibit a true and fair view of the financial position of the Office of the New South Wales Electoral Commission as at 30 June 2011, and transactions for the year then ended; and
- (c) There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



Colin Barry
Electoral Commissioner
12 October 2011



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

Office of the New South Wales Electoral Commission

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Office of the New South Wales Electoral Commission (the Office), which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Office as at 30 June 2011, and of its financial performance for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 45E of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

The Electoral Commissioner's Responsibility for the Financial Statements

The Electoral Commissioner is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Electoral Commissioner determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Electoral Commissioner, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Office
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal control
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.



Peter Achterstraat
Auditor-General

20 October 2011
SYDNEY

Office of the New South Wales Electoral Commission

Statement of comprehensive income for the year ended 30 June 2011

	Notes	Actual 2011 \$'000	Actual 2010 \$'000
Expenses excluding losses			
Salaries and wages (including recreation leave)	2	6,354	5,496
Long service leave		206	631
Superannuation – defined benefit Plan		267	231
Superannuation – defined contribution Plan		385	298
Workers' compensation insurance		83	25
Payroll tax and fringe benefits tax		401	336
Total Expenses excluding losses		7,696	7,017
Revenue			
Employee related revenue	3	7,221	6,207
Total Revenue		7,221	6,207
Net Cost of Services		475	810
Government Contributions			
Acceptance by the Crown Entity of employee benefits and other liabilities		475	810
Total Government Contributions		475	810
SURPLUS FOR THE YEAR		-	-
Other Comprehensive Income For The Year		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		-	-

The accompanying notes form part of these financial statements.

Office of the New South Wales Electoral Commission

Statement of changes in equity for the year ended 30 June 2011

	Notes	Actual 2011 \$'000	Actual 2010 \$'000
Balance at 1 July 2010		–	–
Surplus for the Year		–	–
Total other comprehensive income		–	–
Total comprehensive income for the year		–	–
Balance at 30 June 2011		–	–
Balance at 1 July 2009		–	–
Surplus for the Year		–	–
Total other comprehensive income		–	–
Total comprehensive income for the year		–	–
Balance at 30 June 2010		–	–

The accompanying notes form part of these financial statements.

Office of the New South Wales Electoral Commission

Statement of financial position as at 30 June 2011

	Notes	Actual 2011 \$'000	Actual 2010 \$'000
ASSETS			
Current Assets			
Receivables	4	1,117	871
Total Current Assets		1,117	871
Total Assets		1,117	871
LIABILITIES			
Current Liabilities			
Payables	5	158	201
Employee Benefits Provisions	6	953	661
Total Current Liabilities		1,111	862
Non-Current Liabilities			
Employee Benefits Provisions	7	6	9
Total Non-Current Liabilities		6	9
Total Liabilities		1,117	871
Net Assets		-	-
EQUITY			
Accumulated funds		-	-
Total Equity		-	-

The accompanying notes form part of these financial statements.

Office of the New South Wales Electoral Commission

Statement of cash flows for the year ended 30 June 2011

	Notes	Actual 2011 \$'000	Actual 2010 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related		-	-
Other		-	-
Total Payments		-	-
Receipts			
Sale of goods and services		-	-
Interest received		-	-
Other		-	-
Total Receipts		-	-
Cash Flows from Government			
Recurrent appropriation		-	-
Capital appropriation		-	-
Cash transfer to the Consolidated Fund		-	-
Net Cash Flows from Government		-	-
NET CASH FLOWS FROM OPERATING ACTIVITIES		-	-
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchases of Plant and Equipment & Intangibles		-	-
Proceeds from sale of land and buildings, plant and equipment and infrastructure		-	-
NET CASH FLOWS FROM INVESTING ACTIVITIES		-	-
CASH FLOWS FROM FINANCING ACTIVITIES		-	-
NET CASH FLOWS FROM FINANCING ACTIVITIES		-	-
NET INCREASE / (DECREASE) IN CASH		-	-
Opening cash and cash equivalents		-	-
CLOSING CASH AND CASH EQUIVALENTS		-	-

The accompanying notes form part of these financial statements.

Office of the New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

1. Summary of Significant Accounting Policies

(a) Reporting entity

The Office of the New South Wales Electoral Commission (ONSWEC) is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units.

It is consolidated as part of the NSW Electoral Commission's Accounts. It is domiciled in Australia and its principal office is at 201 Kent St, Sydney.

The Office of the New South Wales Electoral Commission's objective is to provide personnel services to the New South Wales Electoral Commission.

The Office of the New South Wales Electoral Commission commenced operation on 1 July 2006 when it assumed responsibility for the employees and employee-related liabilities of the New South Wales Electoral Commission. The assumed liabilities were recognised on 1 July 2006 together with an offsetting receivable representing the related funding due from the former employer.

These financial statements for the year ended 30 June 2011 have been authorised for issue by the Electoral Commissioner on 12 October 2011.

(b) Basis of preparation

The Office of the NSWEC's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)
- the requirements of the *Public Finance and Audit Act 1983* and Regulation and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Generally, the historical cost basis of accounting has been adopted and the financial report does not take into account changing money values or current valuations. However, certain provisions are measured at fair value. See note 1(g).

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Comparative Information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

(d) Income

Income is measured at the fair value of the consideration received or receivable. Revenue from the rendering of personnel services is recognised when the service is provided and only to the extent that the associated recoverable expenses are recognised.

(e) Receivables

A receivable is recognised when it is probable that the future cash inflows associated with it will be realised and it has a value that can be measured reliably. It is derecognised when the contractual or other right to future cash flows from it expire or are transferred.

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest rate method, less an allowance for any impairment of receivables. Any changes are accounted for in the Statement of Comprehensive Income when impaired or derecognised.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(f) Payables

Payables include accrued wages, salaries and related on costs (such as payroll tax, fringe benefits tax and workers' compensation insurance) where there is no certainty as the amount and timing of settlement.

Office of the New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

A payable is recognised when a present obligation arise under the contract or otherwise. It is derecognised when the obligation expires or is discharged, cancelled or substituted. A short-term payable with no stated interest rate is measured at the original invoice amount where the effect of discounting is immaterial.

These amounts represent liabilities for goods and services provided to the NSWEC and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(g) Employee benefits and other provisions

Provisions are made for liabilities of uncertain amount or uncertain timing of settlement.

Employee benefit provisions represent expected amounts payable in the future in respect of unused entitlements accumulated as at the reporting date. Liabilities associated with, but that are not, employee benefits (such as payroll tax) are recognised separately.

(i) Salaries and wages, annual leave, sick leave and on-costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 Employee Benefits. Market yields on government bonds of 5.67% are used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment,

are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long service leave and superannuation

The ONSWEC's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The NSWEC accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary income item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 11/06) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

(h) New Australian Accounting Standards issued but not yet effective

The following new Accounting Standards and Interpretations have not yet been adopted and are not effective as at 30 June 2011:

(i) Adoption of New and Revised Accounting Standards/Interpretation

AASB 101 Presentation of Financial Statements (Compiled Oct 2010)

(ii) New Australian Accounting Standards issued but not effective

The following new Accounting Standards have not been applied and are not yet effective as mandated by the Treasurer. The possible impact of the Standards in the period of initial application is not able to be reliably measured.

Office of the New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

Accounting standard	Issue date	Effective date – first day of financial reporting period impacted
AASB 9 Financial Instruments	Dec 2010	1 July 2013
AASB124 Related Party Disclosures	Dec 2009 / July 2011	1 July 2011 / 1 July 2013
IFRS 10 Consolidated financial statements	May 2011	1 July 2013
IFRS 11 Joint arrangements	May 2011	1 July 2013
IFRS 12 Disclosure of interests in other entities	May 2011	1 July 2013
IAS 27 Separate financial statements	May 2011	1 July 2013
IAS 28 Investments in Associates and Joint Ventures	May 2011	1 July 2013
IFRS 13 Fair value measurement	May 2011	1 July 2013
AASB 1049 Whole of Government and General Government Sector, Financial Reporting	May 2011	1 July 2012
AASB 1054 Australian additional disclosures	May 2011	1 July 2011
IAS 1 Presentation of Financial Statements	June 2011	1 July 2013
IAS 19 Employee Benefits	June 2011	1 July 2013

It is considered that the adoption of these Standards and interpretations in future periods will have no material financial impact on the financial statement of the Division.

2. Expenses Excluding Losses

Employee Related Expense

	2011 \$'000	2010 \$'000
Salaries and wages (including recreation leave)	6,354	5,496
Long service leave	206	631
Superannuation		
– defined benefit Plan	267	231
– defined contribution Plan	385	298
Workers' compensation insurance	83	25
Payroll tax and fringe benefits tax	401	336
Total Expense	7,696	7,017

Office of the New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

3. Revenues

Employee Related Revenue

	2011 \$'000	2010 \$'000
New South Wales Electoral Commission	7,221	6,207
Total Revenues	7,221	6,207

4. Current Assets – Receivables

	2011 \$'000	2010 \$'000
New South Wales Electoral Commission	1,117	871
Total Current Asset	1,117	871

5. Current Liabilities – Payables

	2011 \$'000	2010 \$'000
Accrued salaries, wages and on-costs	158	201
Total Current Liabilities	158	201

6. Current Liabilities – Provisions

Employee benefits and related on-costs

	2011 \$'000	2010 \$'000
Annual leave	773	496
Long service leave on-costs	180	165
Total Provisions	953	661

7. Non-Current Liabilities – Provisions

Employee benefits and related on-costs

	2011 \$'000	2010 \$'000
Long Service Leave on-costs	6	9
Total Provisions	6	9

Office of the New South Wales Electoral Commission

Notes to the financial statements for the year ended 30 June 2011

8. Financial Instruments

The Office's principal financial instruments are outlined below. These financial instruments arise directly from the Office's operations or are required to finance the Office's operations. The Office does not enter into or trade financial instruments for speculative purposes. The Office does not use financial derivatives.

Receivables

All receivables are from the New South Wales Electoral Commission in relation to employee benefits. As such, there is no credit risk or interest risk in relation to these balances. The carrying amount approximates fair value.

9. After Balance Date Events

There are no events subsequent to balance date which affect the financial statements.

End of audited financial statements



2011 NSW State Election – ‘print on demand’ ballot papers at Sydney Town Hall were a success. The vast majority of electors (95%) said there were no delays.

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Appendix 1

Clubs, Statutory Boards and Industrial Organisations

Month & Year of election	Organisation	Election
Jul 2010	Campbelltown RSL Club	2010 Advisory Committee (Uncontested)
	Collaroy Services Beach Club Ltd	2010 Election of Board of Directors
Aug 2010	ClubsNSW	2010 Election of State Councillors (13 Regions) (Uncontested in 11 Regions)
	The Association of Professional Engineers, Scientists and Managers, Australia – NSW Branch	2010/11 Election of Executive Officers (Uncontested)
	Cabramatta Bowling Club	2010 Election of Board of Directors
Sep 2010	Cabra Vale Ex Services Club	2010 Election of Board of Directors
	Merimbula Bowling Club	2010 Election of Board of Directors (Uncontested)
	Leichhardt Bowling & Recreation Club Ltd	2010/11 Election of Board of Directors
	NSW Gun Club Ltd	2010 Election of Board of Directors (Uncontested)
Oct 2010	Transport Workers' Union of New South Wales	2010 Quadrennial Election (Uncontested)
	ClubsNSW	2010 Election of Board of Directors (2 groups) (Uncontested 1 Group)
	Mt Druitt Workers Club	2010 Biennial Election of Board of Directors (Uncontested)
	Auburn Tennis & Recreation Club Ltd	2010 Election of Board of Directors
Nov 2010	Mingara Recreation Club	2010 Election of Board of Directors
	Commercial Club Albury	2010 Election of Board of Directors
	St Marys Rugby League Club	2010 Election of Board of Directors
	South Sydney Junior Rugby League Club Ltd	2010 Election of Board of Directors
	Architects Registration Board	2010 Election of Two (2) Architects
	The Bus and Coach Industrial Association (NSW)	2010 Election of Office Bearers (Uncontested)
	The Master Fish Merchants Association of Australia	2010 Election of Committee of Management (Uncontested)
	The Real Estate Employers' Federation of NSW	2010 Election of Committee of Management (Uncontested)
Dec 2010	ClubsNSW	2010 Election of Regional Councillor (Central Coast Region)
	Restaurant and Catering Industry Association of NSW	2010 Committee of Management and Secretary
Jan 2011	Aged Care Association Australia, NSW	2010 Election of Committee Members (Uncontested)
	Aged Care Association Australia, NSW	2010 Election of Office Bearers (Uncontested)
Feb 2011	Transport Workers' Union of New South Wales	2011 Election of Administrative Committee (Uncontested)
Mar 2011	Auburn RSL Club Co-Op Ltd	2011 Election of Board of Directors
Apr 2011	Canley Heights RSL and Sporting Club Ltd	2011 Election of Board of Directors
	The Racing Guild of New South Wales	2011 Election of President, Secretary – Treasurer and Committee members (3) (Uncontested)
May 2011	Industrial Staff Union	2011 Election of Office Bearers (Uncontested)
	NSW Nurses' Association	2011 Election of Council
	Miranda RSL Club	2011 Election of Board of Directors
	Western Suburbs (Newcastle) Leagues Club Ltd	2011 Election of Board of Directors

Appendix 2

Political Parties Registered under Part 4A of the *Parliamentary Electorates and Elections Act 1912*

Australian Democrats (NSW Division)
Australian Labor Party (NSW Branch)
Building Australia Party
Christian Democratic Party (Fred Nile Group)
Country Labor Party
Family First NSW Inc
Liberal Party of Australia (New South Wales Division)
National Party of Australia – NSW
No Parking Meters Party
Outdoor Recreation Party
Restore the Workers' Rights Party
Save Our State
Shooters and Fishers Party
Socialist Alliance
The Fishing Party
The Greens
Unity Party

Appendix 3

Political Parties Registered under section 320 of the *Local Government Act 1993*

Albury Citizens and Ratepayers Movement
Australia First Party (Council Elections) Party
Australian Protectionist Party
Bob Thompson's Independent Team
Burwood Community Voice
Clover Moore Independent Team
Community Development "Environment" Save Campbelltown Koalas
Community First Team
Democratic Labor Party
Eurobodalla First
Holroyd Independents
Kogarah Residents' Association
Liverpool Community Independents Team
Lorraine Wearne Independents
Manly Independents – Putting Residents First
Our Sustainable Future
Parramatta Better Local Government Party
Residents Action Group for Auburn Area
Residents First Woollahra
Save Tuggerah Lakes
Shire Watch Independents
Shire Wide Action Group
Shoalhaven Independents Group
The Parramatta Independents
Totally Locally Committed Party
Wake Up Warringah
Woodville Independents

Appendix 4

Registered Political Parties Deregistered under Part 4A of the *Parliamentary Electorates and Elections Act 1912*

Nil

Appendix 5

Registered Political Parties Deregistered under section 320 of the *Local Government Act 1993*

Central Coast First

Appendix 6

Requests for Copies of the NSW Electoral Roll 2010/11

Date of Request	Organisation	Request	Decision
25/7/2010	University of Newcastle	Request of 180,000 names in 20 community areas – to be used for medical research “Alcohol Action in Rural Communities”. Follow-up to previous AEC data provisions	Request approved
12/8/2010	Godfreys – Solicitors (NZ)	Enrolment search for individual – beneficiary in will	Request denied
16/8/2010	Yvonne Logan – Private Request	Asking for enrolment confirmation for deceased elector	Request denied, advised to approach the AEC

Appendix 6 (continued)

Requests for Copies of the NSW Electoral Roll 2010/11 (continued)

Date of Request	Organisation	Request	Decision
17/8/2010	DoCS – Human Services	Enrolment search for individual – resident of Queensland	Advised to send request to Electoral Commission Queensland
25/8/2010	William Buck – Accountant	Enrolment search for individual – seeking current address of bankrupt client	Request denied
26/8/2010	Antony Miller – Private Request	Enrolment search for individual – seeking address of old friend	Request denied
20/8/2010	Jason Li – Lawyer	Enrolment search for 2 individuals – seeking date of birth and enrolment history to be able to submit documentation for unclaimed monies	Request denied
22/8/2010	NSW Police	Evidentiary document of current enrolment at an address to be presented in court	Request approved
5/8/2010	Angelika Fey – Merritt – Private Request (USA)	Enrolment search for 2 individuals – seeking addresses of old friends for reunion	Request denied
28/8/2010	Giuseppe Tropiano – Private Request	Enrolment confirmation of himself – proof of Australian citizenship	Enrolment confirmation given
23/5/2010	NSW Police	Enrolment search for individual – fraud investigation	Unable to provide information – individual not enrolled
5/10/2010	Cancer Institute – Cervical Screening Program	Permission to use the electoral data to contact women eligible but have never had a Pap test	Decision pending
1/2/2011	University of Sydney – Post-Grad Research	Random selection of female electors (2,000 in total) from 10 Districts for focus group; Attitudes towards Breast Screening Outcomes – data to include name, address and 5 yr age range	Request denied
2/5/2011	NSW Police	Evidentiary document of current enrolment at an address to be presented in court	Request approved
31/5/2011	University of NSW – Injury Risk Management Research	Research into health care use (emergency department, hospitalisation and death) by LGA during a 1 year period	Decision pending
20/6/2011	University of Newcastle	Electoral information of females (18-35 years) in the Hunter region for use in a study on the knowledge of iron deficiency	Decision pending
23/6/2011	Ian Nichols – Private Request	Enrolment confirmation of himself – requested for Justice of Peace application	Forwarded to AEC for response

Appendix 7

Candidate Information Seminars, 2011 NSW State Election

Location	Date	Time	Venue Name	Venue Address
Sydney	3/11/2010	6:00pm – 8:00pm	The Portside Centre, Symantec House	Level 5, 207 Kent St, Sydney
Taree	4/11/2010	6:00pm – 8:00pm	Manning Valley Visitor Information Centre	21 Manning River Dr, Taree
Wollongong	4/11/2010	6:00pm – 8:00pm	Lillypilly Room, Corrimal District Library and Community Centre	15 Short St, Corrimal
Liverpool	4/11/2010	5:00pm – 7:00pm	Pink Room, Liverpool City Library	170 George St, Liverpool
Maitland	6/11/2010	9:00am – 11:00am	Heritage Room, Maitland Town Hall	279-287 High St, Maitland
Batemans Bay	6/11/2010	9:00am – 11:00am	Batemans Bay Community Centre	2 Museum Pl, Batemans Bay
Chatswood	10/11/2010	6:00pm – 8:00pm	Willoughby City Council Administrative Building	Level 6, 31 Victor St, Chatswood
Hurstville	10/11/2010	6:00pm – 8:00pm	Wandarrah Room, Hurstville Entertainment Centre	MacMahon St, Hurstville
Orange	11/11/2010	6:00pm – 8:00pm	West Room, Orange Regional Art Gallery	149 Byng St, Orange
Parramatta	13/11/2010	9:00am – 11:00am	Parramatta Town Hall, Jubilee Hall	182 Church St, Parramatta
Tamworth	13/11/2010	10:00am – 12:00pm	Passchendaele Room, Tamworth War Memorial Town Hall	Fitzroy St, Tamworth
Gosford	17/11/2010	6:00pm – 8:00pm	The Erina Centre, The Hive, Erina Shopping Centre	Terrigal Dr, Erina
Penrith	17/11/2010	6:00pm – 8:00pm	Pasadena Room, Penrith Civic Centre	601 High St, Penrith
Lismore	18/11/2010	6:00pm – 8:00pm	Fountain Room, Lismore City Hall	1 Bounty St, Lismore
Queanbeyan	18/11/2010	6:00pm – 8:00pm	Queanbeyan City Council Chambers	253 Crawford St, Queanbeyan
Coffs Harbour	20/11/2010	9:30am – 11:30am	The Boardroom, Coffs Ex-Services Memorial and Sporting Club	Vernon St, Coffs Harbour
Wagga Wagga	20/11/2010	9:00am – 11:00am	Wagga Wagga City Council Meeting Room	Cnr Baylis and Morrow Sts, Wagga Wagga

Appendix 7 (continued)

Candidate Information Seminars, 2011 NSW State Election (continued)

Location	Date	Time	Venue Name	Venue Address
West Wyalong	2/2/2011	3:00pm – 5:00pm	Bland Shire Council Chambers	6 Shire St, Wyalong
Broken Hill	2/2/2011	3:00pm – 5:00pm	Aged Persons Rest Centre	Blende St, Broken Hill
Sydney	7/2/2011	6:00pm – 8:00pm	The Portside Centre, Symantec House	Level 5, 207 Kent St, Sydney
Wollongong	8/2/2011	5:00pm – 7:00pm	Sredersas Gallery, Wollongong City Gallery	Cnr of Kembla and Burelli Sts, Wollongong
Blacktown	8/2/2011	6:00pm – 8:00pm	Max Webber Function Centre, Lev 1, Max Webber Library	Cnr Alpha and Flushcombe Sts, Blacktown
Charlestown	8/2/2011	5:00pm – 7:00pm	Charlestown Library	Cnr Smith and Ridley Sts, Charlestown
Wagga Wagga	8/2/2011	6:00pm – 8:00pm	Wagga Wagga City Council Meeting Room	Cnr Baylis and Morrow Sts, Wagga Wagga
Port Macquarie	9/2/2011	5:00pm – 7:00pm	Glasshouse, Meeting Room 1	Cnr Clarence and Hay Sts, Port Macquarie
Armidale	10/2/2011	5:00pm – 7:00pm	Meeting Room, Council Chambers	135 Rusden St, Armidale
Gordon	10/2/2011	6:00pm – 8:00pm	Ku-ring-gai Library Meeting Room	Pacific Hwy, Gordon
Dubbo	10/2/2011	5:00pm – 7:00pm	Oxley Room, Dubbo Regional Theatre and Convention Centre	155 Darling St, Dubbo
Lismore	11/2/2011	5:00pm – 7:00pm	Fountain Room, Lismore City Hall	1 Bounty St, Lismore
Bathurst	11/2/2011	5:00pm – 7:00pm	Bathurst Library	70-78 Keppel St, Bathurst
Bankstown	12/2/2011	9:00am – 11:00am	Mirambeena Room, Level 2, Bankstown Sports Club	8 Greenfield Pde, Bankstown

Appendix 8

Committees/Special Offices

NSW Electoral Commission and Australian Electoral Commission Liaison Committee

A forum established between the State and Commonwealth Commissions to discuss electoral policies and procedures.

Equal Employment Opportunity Advisory Committee

Deals with EEO matters and monitors implementation of the NSWEC's EEO Plan.

Joint Consultative Committee

A forum for consultation and negotiation between management and unions on structural efficiency strategies and their implementation.

Occupational Health Consultation

A staff consultation process dealing with the *Occupational Health and Safety Act 2000* obligations.

Staff Development Committee

To develop an annual Staff Development Plan and monitor its implementation.

Electoral Procedures Committee

To review operational forms, materials and procedures used in the conduct of elections.

Special Offices

Disability Services Co-ordinator

Marie Swain
Director, Corporate Communications Branch

Ethnic Affairs Co-ordinator

Marie Swain
Director, Corporate Communications Branch

Director of Employment Equity

Trevor Follett
Director, Finance Branch

Energy Management Co-ordinator

Trevor Follett
Director, Finance Branch

Protected Disclosures Co-ordinator

Trevor Follett
Director, Finance Branch

Government Information (Public Access) Co-ordinator

Graham Krempin
Team Leader, Policy and Operations

Grievance Officers

Trevor Follett
Director, Finance Branch
Greg Brandtman
Director, Administration Branch

Spokesperson

Vacant

Appendix 9

Chief and Senior Executive Service Profile

Senior Executive Service (SES) profile

There was one SES position in the NSWEC during 2010/11.

Level	2006/07	2007/08	2008/09	2009/10	2010/11
SES Level 3	0	0	0	1	1

Number of CES/SES Positions

The Electoral Commissioner is not appointed under the *Public Sector Employment and Management Act 2002* and is, therefore, not part of the Chief Executive Service.

At 30 June 2011 the Electoral Commissioner's remuneration, determined by the Statutory and Other Officers Remuneration Tribunal, was \$333,640.

Performance Statements – Level 5 and Above

Colin Barry

Position and level: Electoral Commissioner and
Division Head of the Office of the NSW Electoral Commission.

Remuneration: \$333,640

Period in position: Full period

Comment: The Electoral Commissioner holds an independent statutory position appointed for 10 years. There is no performance agreement with, or annual review by, a Minister.

Appendix 10

Publications

Corporate			
Title	Print Y/N	Online Y/N	Synopsis
NSWEC Action Plan 2010-12: Equal Access to Democracy	Y	Y	The aim of the Equal Access to Democracy Action Plan is to identify and remove barriers to participation in elections by people with disabilities.
NSWEC Action Plan 2010-12: Multicultural NSWEC	Y	Y	This plan has been developed to address issues primarily relating to electors from culturally and linguistically diverse communities, and to develop practical and achievable strategies to assist these electors to enrol, vote and participate fully in the democratic process.
NSWEC Action Plan 2010-12: Aboriginal and Torres Strait Islander	Y	Y	This plan has been developed to address issues primarily relating to Aboriginal and Torres Strait Islander enrolment and voting, and to develop practical and achievable strategies to increase Aboriginal and Torres Strait Islander enrolment, improve the provision of information to these electors, and promote the recruitment of Aboriginal and Torres Strait Islander people to act as election officials at State and Local Government elections.
NSWEC Annual Report 2009/10	Y	Y	The Annual Report is our account to the NSW Parliament of our activities in the reporting year. The Report provides accountability to stakeholders and measures our performance against key result areas identified in our corporate plans.
Strategy for conduct of election: NSW State Election 2011	Y	Y	This strategy document provides an overview of the electoral legislation, the electoral processes, the electoral commitments and major goals for the forthcoming March 2011 NSW State Election along with the strategies we will adopt to achieve these goals, and the performance measures and targets by which we will measure our success.
Service Commitments: NSW State Election 2011	Y	Y	In recognition of the needs of electors and other election participants, the NSWEC has summarised its key service goals, service standards and performance targets in its NSW State Election 2011: Service Commitment charter.

Appendix 10 (continued)

Publications (continued)

Election Reports			
Title	Print Y/N	Online Y/N	Synopsis
Tumbarumba Shire Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Wentworth Shire Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Sutherland Shire Council – D Ward By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Oberon Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Strathfield Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Singleton Council Referendum Report 2010, All Wards	Y	Y	Report on the conduct of by-election run by NSWEC.
Guyra Shire Council – C Ward By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Inverell Shire Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Broken Hill City Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Bland Shire Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Palerang Council By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Tenterfield Shire Council – C Ward By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Waverley Council – Hunter Ward By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.
Wakool Shire Council – B Ward By-Election Report	Y	Y	Report on the conduct of by-election run by NSWEC.

Appendix 10 (continued)

Publications (continued)

Education			
Title	Print Y/N	Online Y/N	Synopsis
Brochures Enrolment	Y	Y	Information on enrolment.
Brochures Instructions for voting on election day at NSW State Elections	Y	Y	Information on how-to-vote formally.
Brochures iVote	Y	Y	Information on internet and telephone voting.
Brochures There are 3 different elections in Australia	Y	Y	Information on types of government elections.
Fact Sheet Early voting options	Y	Y	Information on voting before election day.
Fact Sheet Exemption from enrolment and voting	Y	Y	Information on seeking exemptions from enrolling and voting.
Fact Sheet SmartRoll	Y	Y	Information on automatic enrolment and re-enrolment.

General Information			
Title	Print Y/N	Online Y/N	Synopsis
2011 Handbook for Parties, Groups, Candidates and Scrutineers at Legislative Assembly and Legislative Council Elections	N	Y	Information on responsibilities, entitlements and election processes.

Appendix 10 (continued)

Publications (continued)

Other reports available on the NSWEC website			
Title	Print Y/N	Online Y/N	Synopsis
Report on the Feasibility of providing 'iVote' Remote Electronic Voting System	N	Y	An investigation in to the feasibility of remote electronic voting for vision impaired and other disabled persons, with the primary objective being to enable a secret vote for people who are blind or vision impaired. This report was completed in response to a Parliamentary request
iVote Pre Implementation Report	N	Y	PricewaterhouseCoopers (PwC) was engaged by the NSW Electoral Commissioner to undertake an audit of the technology-assisted voting application, iVote, in compliance with the <i>Parliamentary Electorates and Elections Act 1912</i> , amendment No.41, division 12A.
iVote Post Implementation Report	N	Y	PricewaterhouseCoopers (PwC) was engaged by the NSW Electoral Commissioner to undertake an audit of the technology-assisted voting application, iVote, in compliance with the <i>Parliamentary Electorates and Elections Act 1912</i> , amendment No.41, division 12A.
Evaluation of Technology Assisted Voting (iVote) at the NSW State General Election March 2011	N	Y	<p>This study is being undertaken on behalf of the New South Wales Electoral Commission and aims to evaluate the remote electronic voting system (iVote) that was introduced in the 2011 NSW State Election held on 26 March. The overall aims of this evaluation are to:</p> <ul style="list-style-type: none"> • assess the effectiveness of iVote in meeting the stated aims of the legislation; • introducing it; • obtain feedback from iVote users; • identify areas for service improvement; and • assess the overall satisfaction, benefits, applicability and cost-effectiveness of using iVote in other elections.

Appendix 11

Payment Performance Indicators

Aged analysis at the end of each quarter:

Quarter	Current (30 days or less) \$	30-60 days \$	60-90 days \$	More than 90 days \$	Total \$
Sep	2,447,817	153,100	5,711	8,305	2,614,934
Dec	6,472,929	400,966	57,361	11,130	6,942,386
Mar	9,468,418	229,665	86,590	72,988	9,857,661
Jun	11,974,768	803,171	1,532,616	371,812	14,682,367

Accounts paid on time within each quarter:

Quarter	Total Accounts Paid on Time		Total Amount Paid \$
	Target %	Actual %	
Sep	100	93.6%	2,614,934
Dec	100	93.2%	6,942,386
Mar	100	96.1%	9,857,661
Jun	100	81.6%	14,682,367

Appendix 12

Mandatory Annual Reporting Requirements

Under the *Annual Reports (Departments) Act 1985*, the Annual Reports Regulation 2005 and various Treasury Circulars, the NSWEC is required to include the following information in this Annual Report.

Annual Reporting Requirement	Comments and Page Number
Letter of Submission	Inside front cover
Particulars of Extensions of Time	No extension of time required.
Charter	About NSWEC Page 2 Legislation Page 105
Aims and Objectives	Page 2
Access	Inside front cover
Management and Structure	Page 94
<ul style="list-style-type: none"> Names of principal officers 	Page 96
<ul style="list-style-type: none"> Organisational chart indicating functional responsibilities 	Page 83
Summary Review of Operations	Page 17
Funds granted to Non-government Community Organisations	The NSWEC does not grant funds of this kind.
Legal Change	Page 105
Economic or Other Factors	Not applicable.
Management and Activities	Pages 17-114
Research and Development	Page 70
Human Resources	Page 81
Consultants	Page 116
Equal Employment Opportunity	Page 85
Disability Plans	Appendix 13
Land Disposal	We do not own or dispose of any land or property.
Promotion – Overseas Visits	Appendix 14
Consumer Response (complaints)	Page 37
Payment of Accounts	Page 116
Time for Payment of Accounts	Appendix 11
Risk management and insurance activities	Page 102
Internal Audit and Risk Management Policy Attestation	Page 103

Appendix 12 (continued)

Mandatory Annual Reporting Requirements (continued)

Annual Reporting Requirement	Comments and Page Number
Disclosure of Controlled Entities	We have no controlled entities.
Disclosure of Subsidiaries	We have no subsidiaries.
Multicultural Policies and Services Programme	Appendix 16
Agreement with the Community Relations Commission	Not applicable.
Occupational Health and Safety	Page 84
Waste	Page 88
Financial Statements	Pages 119,152
Identification of Audited Financial Statements	Pages 118,153
Inclusion of Unaudited Financial Statements	Not applicable.
Additional Matters – Compliance with the <i>Privacy and Personal Information and Protection Act 1998</i>	Page 112
Additional Matters – matters arising since July 2011 having a significant effect on operations or communities we serve.	Calling of by-election for the State electoral district for Clarence, to be held 19 November 2011.
Additional Matters – total external costs in the production of this report.	Total external costs incurred were \$4,301 (including GST) for printing. Editorial and design was undertaken by the NSWEC.
Additional Matters – is the report available in non-printed formats?	Yes
Additional Matters – is the report available on the internet?	Yes, at www.elections.nsw.gov.au
Exemptions	Nil
Performance and number of Executive Officers	Page 96
<i>Government Information (Public Access) Act 2009</i>	Page 107
Implementation of Price Determination	Not applicable.
Credit Card Certification	All NSWEC credit card usage was in accordance with NSW Treasurer's Direction 205.01.
Requirements Arising from Employment Arrangements	Not applicable.

Appendix 13

Disability Action Plan

The NSWEC's Disability Action Plan was developed in accordance with section 9 of the *NSW Disability Services Act 1993* to improve the services and facilities for employees and other stakeholders with disabilities. The NSWEC demonstrates commitment to the plan by implementing the following strategies:

- ensuring that people with disabilities have full access to services;
- ongoing assessment of the accessibility associated with premises used for elections;
- provision of appropriate ergonomic equipment to assist staff, including those with a disability, in the performance of their work;
- an adjustment policy for employees with disabilities, included in the NSWEC's manual and on the intranet;
- flexible work arrangements for all staff available through the Flexible Work Hours Agreement; and
- training of permanent staff, election staff and managers in procedures for people with disabilities, merit selection techniques and other EEO issues.

The NSWEC is committed to improving service provision for people with disabilities through its Equal Access to Democracy Plan which is available at www.elections.nsw.gov.au

Appendix 14

Overseas Visits and International Delegations

Overseas Visits

When	Officer	Countries visited	Purpose
5-8/12/2010	Brian DeCelis	Washington DC, USA	To keep abreast of developments internationally in compliance, audit and computerised systems.

International Delegations

Date	Name of delegation	Purpose
17/6/2011	Electoral Commissioner from Pakistan	Meet with NSW Electoral Commissioner

Appendix 15

Risk Management and Insurance Activities

The NSWEC maintains insurance under the risk management system of the Treasury Managed Fund, namely, public liability, workers' compensation, motor vehicle, property and miscellaneous insurances.

Public liability coverage is met by the NSWEC on behalf of lessors of polling place premises for elections. Risks are at their peak at the time of major electoral events. Incidents relating to the activities of election officials and the attendance of electors at polling places are mitigated via training programmes for election officials that emphasise risk management initiatives.

Appendix 16

Multicultural Policies and Services Programme

The NSWEC is mindful of overcoming any perceived barriers which prevent culturally and linguistically diverse communities from participating fully in elections.

Through the strategies in the *NSWEC Action Plan 2010-12: Multicultural* NSWEC strives for all Australian citizens resident in NSW of different linguistic, cultural, racial and religious backgrounds to be aware of their obligation to enrol and vote, and to participate fully in the electoral process.

Actions continued in the last year include increased community activities, development of networks with community advocacy organisations, development of multilingual voting guides and polling place posters for the 2011 NSW State Election, arrangements for advertisements to be placed in foreign language media, and the provision of telephone translating services through the Translating and Interpreting Service.

Glossary

Absent vote

A vote made at a polling place by an elector who is outside his/her own electoral district on election day.

Absolute majority

More than 50 per cent of the total formal vote.

Australian Electoral Commission (AEC)

The organisation responsible for conducting Federal elections, referendums and maintaining the Commonwealth electoral roll.

Ballot box

The sealed container into which an elector places a completed ballot paper.

Ballot paper

The paper printed for an election which a voter marks to record his/her vote.

By-election

An election held to fill a casual vacancy.

Candidate

A person who nominates for election to Parliament or to a Council.

Casual vacancy

A vacancy in an electoral district, usually caused by retirement, death or resignation of the Member for that district.

Check count

On the Sunday after election day, the ballot papers are checked and counted again at the Returning Officer's office to ensure accuracy of the figures from the election night count.

Coalition

A combination of two or more parties in Parliament, usually to form the Government or Opposition.

Compulsory enrolment

Every person who is entitled to have his/her name placed on the electoral roll must complete an enrolment form and send it to the Australian Electoral Commission within 21 days of becoming entitled. A penalty applies for failing to enrol.

Compulsory voting

Once enrolled to vote, voting is compulsory. A penalty applies for failing to vote without a sufficient reason.

Constitution

A statement of the fundamental laws governing a State. The NSW Constitution is embodied in an Act of Parliament. It establishes the framework for the system of government in the State, e.g. two houses of Parliament.

Court of Disputed Returns

The Supreme Court sits as the Court of Disputed Returns to hear petitions challenging the validity of a State election.

Declaration of poll

An announcement made by the Returning Officer proclaiming the successful candidate elected as the Member for that district, ward or council. The Electoral Commissioner declares the poll for the Legislative Council.

Declaration vote

A vote cast by an elector when the ballot papers are enclosed in an envelope containing a printed declaration signed by the elector. This term applies to pre-poll votes, postal votes, declared institution votes, absent votes and section votes.

Glossary (continued)

Declared Institution

A nursing home, hospital or similar facility is appointed by the Electoral Commissioner and visited by election officials for the purpose of taking votes from residents who are unable to attend a polling place.

District

For the Legislative Assembly, the State is divided into 93 geographical areas containing approximately equal numbers of voters. Each of these is a district. For the Legislative Council, the district is the whole State.

Division

Geographical area containing approximately equal numbers of voters as defined for Federal electoral purposes.

Donkey vote

A term used to describe a ballot paper marked with preferences for candidates without consideration of their policies or abilities. A classic donkey vote is one which records preferences straight down the ballot paper in the same order as the names are printed.

Dual polling place

The term given to a single premise which serves as a polling place for two or more districts.

Election

Selection by vote of a person or persons to hold political office.

Election Funding Authority (EFA)

The Election Funding Authority is the statutory body responsible for administering the provisions of the *Election Funding, Expenditure and Disclosures Act 1981*. It is made up of the Electoral Commissioner as Chair, a member

appointed on the nomination of the Premier, and a member appointed on the nomination of the Leader of the Opposition.

Elector

A person who is entitled to vote at an election.

Electoral Commissioner

The statutory officer appointed to manage the conduct of State General and other elections.

Electoral district

One of the 93 Legislative Assembly electorates.

Election Management Application (EMA)

A computer software application consisting of four modules (staffing, candidates, declaration votes and results) to automate many of the routine tasks otherwise performed by election officials.

Electoral offence

A breach of electoral law as specified in the *Parliamentary Electorates and Elections Act 1912* or regulations.

Electoral roll

The certified list of persons eligible to vote at an election. The rolls are maintained by the Australian Electoral Commission.

Electorate

The population of electors or the region in which electors live. Electorates have clearly defined boundaries which are shown on electoral district maps.

Enrol and Vote/‘On day enrolment and voting’

Eligible electors in NSW are now able to enrol and vote during the pre-poll period and on election day for Parliamentary elections.

Glossary (*continued*)

Enrolment

The act of enrolling or having one's name added to the list of electors entitled to vote.

Federal Government

At Federation in 1901, the States handed over certain powers to the central or Federal Government for administration on an Australia wide basis, while reserving other functions for State government responsibility.

Formal vote

A ballot paper at an election or referendum, which has been correctly marked according to instructions, and contributes to the outcome of the poll.

General election

In NSW, general elections are held for all Legislative Assembly seats (93), and half of the seats in the Legislative Council (21) every four years.

How-to-vote card

A simulated copy of the ballot paper showing an elector how to mark the paper to vote for a particular candidate or party.

Independent

A candidate for election to, or a Member of, Parliament who is not a member of a political party.

Informal vote

A ballot paper which is either left blank or is incorrectly marked. Those ballot papers are excluded from the count and therefore do not contribute to the election of a candidate.

iVote

iVote is an internet and telephone-based voting system.

Legislative Assembly

The Lower House of Parliament in NSW. It consists of 93 members, one elected for each electoral district.

Legislative Council

The Upper House of Parliament in NSW. It has 42 Members elected for an 8 year term, half of whom are elected at each NSW State General election.

Mandate

The support or commission given to a government and its policies through an electoral victory.

Marginal seat

A seat held by a Member of Parliament with a small majority of votes.

Members of Parliament

All representatives elected by the people to serve them in Parliament.

New South Wales Electoral Commission (NSWEC)

The NSW government agency responsible for the conduct of State, Local Government, industrial, statutory and other miscellaneous elections.

Nomination

The process by which a person applies to become a candidate for election.

Opposition

The party or parties which do not hold sufficient seats in Parliament to lead a government.

Glossary (continued)

Optional preferential voting

A voting system in which an elector shows by numbers, his/her preferences for individual candidates. It is not necessary to indicate a preference for all candidates on the ballot paper for the vote to be formal.

Ordinary vote

A vote recorded in the normal manner at a polling place on election day.

Parliament

The legislative body, consisting of the elected representatives of the people, which determines the laws governing the nation or state. The candidates or political party holding the majority of seats form the government.

Political party

An organised group with a common political philosophy which seeks to win and retain public office for itself and its leaders. Party organisations support or endorse candidates for elections who, if elected, usually vote as a group for their policies in Parliament. The party with the greatest numbers in Parliament forms the government.

Poll

An election.

Polling place

A building such as a school, designated as a place to which voters go during an election to cast their votes.

Postal vote

Electors who are outside their electoral district on election day, or unable to attend a polling place during polling hours, may send a vote by post. Voters must apply for a postal vote prior to election day.

Preferential vote

A vote for all candidates in order of preference. Preferences of candidates with the least number of votes are then distributed, until one candidate has sufficient votes to be elected. This system of vote counting is used in the Legislative Assembly elections where a candidate needs an absolute majority to be elected.

Pre-poll vote

Electors unable to vote on election day for certain specified reasons can vote before election day at the office of a Returning Officer or a designated pre-poll voting centre.

Proportional representation

A system of voting designed to elect representatives in proportion to the amount of support each has in the electorate. This system of voting is used in the Legislative Council elections.

Quota

The proportion or percentage of votes required by a candidate to be elected to the Legislative Council.

Recount

A second, or further count of votes in an election.

Redistribution

Changes in boundaries of electoral districts to take into account population changes. The result should be that the number of electors enrolled in each district should be equal, give or take three per cent.

Referendum

Vote taken to allow electors to express their view on a particular subject or issue. Some alterations to the Constitution can only be made after approval in a referendum.

Glossary (*continued*)

Registered General Postal Voter

Electors who are seriously ill or infirm, or who live in remote areas of the State may apply to the NSWEC to have their names included on a register of general postal voters. This means that ballot papers are automatically sent to them without the need to apply for a postal vote at each separate election.

Registrar

Person who has the responsibility of maintaining electoral rolls in NSW.

Return of Writs

When the election results have been determined, the Writs are returned to the Governor with the name(s) of the successful candidate(s) added.

Returning Officer

The election official responsible for conducting an election for a Legislative Assembly district or the Legislative Council or a council.

Roll

See electoral roll.

Scrutineer

A person appointed by a candidate to ensure that procedures and counting are undertaken in a proper manner.

Seat

A seat in Parliament held by an elected Member or the Member's electoral district.

Secret ballot

A vote made in secret – first adopted by South Australia in 1857.

Section vote

Section votes are those cast on election day by electors whose names cannot be found on the electoral roll, but who declare that they are entitled to vote.

SmartRoll

SmartRoll is a data system that automatically enrolls and re-enrolls eligible electors adding their correct details to the NSW electoral roll.

Tally room

The place where voting figures are collected and provisional results are announced.

Term

The length of time a Parliament may sit before having to call an election. NSW has fixed four year terms.

Unique browsers/visitors

Software that tracks and counts website traffic can distinguish between visitors who only visit the site once and unique visitors who return to the site. Different from a site's hits or page views – which are measured by the number of files that are requested from a site – unique visitors are measured according to their unique internet protocol addresses, which are like online fingerprints, and each unique visitor is counted only once no matter how many times they visit the site.

Vote

The process of choosing/selecting a candidate for political office.

Writ

The document by which the Governor (or the Speaker of the Legislative Assembly, in the case of by-elections) directs the Electoral Commissioner to conduct an election. The Governor issues Writs on the advice of the Government.

Abbreviations

AEC	Australian Electoral Commission
ARA	Australasian Reporting Awards
AS/NZS ISO	Australian/New Zealand Standard International Standards Organisation
ATSI	Aboriginal and Torres Strait Islander
COGEL	Council on Governmental Ethics Laws
CRU	Continuous Roll Update
DVE	Declaration Vote Envelope
EC	Electoral Commissioner
ECA	Electoral Council of Australia
EEC	Elector Enquiry Centre
EEO	Equal Employment Opportunity
EFA	Election Funding Authority
EMA	Election Management Application
FOI	Freedom of Information
GIPA	<i>Government Information (Public Access) Act 2009</i>
HTML	Hyper Text Mark-up Language
IEPP	Indigenous Electoral Participation Program
JRA	Joint Roll Arrangement
JSCEM	Joint Standing Committee on Electoral Matters
LA	Legislative Assembly
LC	Legislative Council

LGA	Local Government Area
LGE	Local Government elections
MOU	Memorandum of Understanding
MP	Member of Parliament
NSWEC	New South Wales Electoral Commission
OHS	Occupational Health and Safety
PDF	Portable Document Format
PMO	Programme Management Office
PPIPA	<i>Privacy and Personal Information Act 1998</i>
PPM	Polling place manager
PPRS	Political Party Registration System
PRCC	Proportional Representation Computer Count
RO	Returning Officer
ROSO	Returning Officer Support Officer
RPP	Registered political parties
RSL	Returned Services League
SCGT	Sydney Cricket Ground Trust
SES	Senior Executive Service
SGE	State General election
SLO	Senior Legal Officer
STEC	State and Territories Electoral Commissions
XML	Extensible Markup Language

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ENROL TO VOTE. BE HEARD ON 26 MARCH.

The State Election is on Saturday, 26 March 2011. To be heard, you must be correctly enrolled. If you've changed address, you will need to update your enrolment. Or if you've turned 18 or become an Australian citizen, you'll need to enrol to vote for the first time.

REMEMBER VOTING IS COMPULSORY.

To check your enrolment, update your address details or enrol, visit www.votensw.info or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

YOUR VOTE IS YOUR VOICE. BE HEARD.



Enrolment advertising for the 2011 NSW State Election.



WHEREVER YOU ARE, BE HEARD ON 26 MARCH.

The State Election is on Saturday, 26 March 2011. If you can't get to a polling place, or you're out of the State, you can still be heard. You can vote at a pre-poll voting centre between Monday, 14 March and Friday, 25 March. For locations visit our website or call us.

If you are not on the roll in NSW you may be eligible to enrol and vote when you bring your NSW photo driver licence or RTA photo ID card showing your current address, and Australian citizenship details if you were born overseas.

People who are blind, vision impaired or who have another disability and people who live more than 20km from a polling place or who will be outside NSW on election day, can apply to use the new iVote system to cast their vote over the telephone or using the internet. To learn more about iVote visit iVote.nsw.gov.au or call **1300 02 2011**.

You can vote by post by lodging a postal vote application by Monday, 21 March if you're overseas or Wednesday, 23 March if you're in Australia.

You can apply for a postal vote online at www.votensw.info or request one by calling us.

If you're away from home on election day you can vote at any polling place in the State.

REMEMBER VOTING IS COMPULSORY. THE FINE FOR NOT VOTING IS \$55.

For information visit www.votensw.info or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

YOUR VOTE IS YOUR VOICE. BE HEARD.



Postal and Pre-poll advertising for the 2011 NSW State Election.



REMEMBER TO VOTE THIS SATURDAY.

Saturday, 26 March is election day. It's your chance to be heard on how your state is run.

Polling places are open from 8am to 6pm.

On Saturday you should vote at a polling place nearest your home. If you are away from home you can vote at any polling place in the state. For locations of polling places visit our website, www.votensw.info, or call us.

You need to be enrolled to vote.

To check your enrolment details visit our website or call us. If you are not on the roll in NSW you may be able to enrol and vote on election day when you bring your NSW photo driver licence or RTA photo ID card showing your current address, and Australian citizenship details if you were born overseas.

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YOUR VOTE IS YOUR VOICE. BE HEARD.



Remember to Vote advertising for the 2011 NSW State Election.

iVote

TELEPHONE AND INTERNET VOTING FOR THE NSW STATE ELECTION 2011.

The following people can apply to cast their vote over the telephone or on the internet using the new iVote system developed by the NSW Electoral Commission.

- People who are blind, have low vision or another disability
- People who are so physically incapacitated or illiterate that they need assistance to vote
- People who live more than 20km from a polling place, or are outside NSW on election day

To apply now visit iVote.nsw.gov.au or call **1300 02 2011**.


For more information on your voting options visit www.votensw.info or call **1300 135 736**.

For enquiries in languages other than English call our interpreting Service 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

YOUR VOTE IS YOUR VOICE. BE HEARD.



iVote advertising for the 2011 NSW State Election.



The NSW Electoral Commission's contact details are:

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Telephone: +61 2 9290 5999

Fax: +61 2 9290 5991

Website: www.elections.nsw.gov.au

Office hours: Monday - Friday, 9:00am - 5:00pm

*Further copies of the NSW Electoral Commission's 2010/11 Annual Report
can be obtained from the website www.elections.nsw.gov.au*