

# 2024 NSW Local Government elections

## Service charter

### Our role

The NSW Electoral Commission delivers trusted and independent systems, processes, oversight and engagement to support democracy in New South Wales. Our vision is to maintain confidence in the integrity of the democratic process and make it easier for people to understand and participate in that process.

Our work includes:

- running independent, fair and accessible elections in a safe and transparent manner
- providing transparent processes and guidance to assist political participants and electors to comply with their obligations
- regulating the conduct of election participants and electors, including in relation to electoral funding
- publishing political donation and expenditure disclosures, and registers of political parties, candidates, agents and third-party campaigners
- engaging with the public to make it easier for people to understand and participate in the democratic process
- investigating possible criminal offences and enforcing electoral laws, including through the courts.

More information about how the NSW Electoral Commission provides these services can be found in our [Democracy Delivered: Strategic Plan 2021-24](#).

### Our values and behaviours

Our staff uphold values of electoral integrity through our behaviours and organisational goals. We are each accountable for supporting these values by being:

- responsive
- solution-focused
- transparent
- customer-centred
- collaborative.

The NSW Electoral Commission and its staff are also bound by the NSW public sector values of integrity, accountability, service and trust.

## **Our functions**

You can expect us to:

- deliver elections in accordance with NSW laws
- perform our functions fairly and impartially
- be open, transparent, and accountable about how we run elections
- be timely, accurate and effective in the way we run elections
- offer ways to participate in elections that are convenient and accessible.

## **Our service commitment**

### **To electors**

- Enable voters in the 2024 Local Government elections to cast their votes safely and securely across a range of voting channels
- Deliver access to elections that supports the diverse needs of voters in NSW.

### **To councils**

Our staff manage the electoral process on behalf of councils that choose to engage our services. We provide a range of services as per our service agreements with those councils.

Councils can expect us to:

- Conduct independent, impartial, fair and accessible elections
- Maintain trust in the election through transparent and rigorous electoral processes
- Support them with communications assets to engage with their local communities to promote voter awareness about the elections.
- For non-client councils we will provide electoral roll products.

### **To candidates and parties**

We will:

- Assist candidates and parties to understand and comply with funding and disclosure, nomination and electoral material registration requirements
- Maintain trust in the election through transparent and rigorous electoral processes and regulatory activities.

### **Our staff**

You can expect our staff to be:

- responsive, solution-focused, transparent and collaborative
- courteous and professional
- respectful of all people, their differences, rights and needs
- competent, knowledgeable and skilled
- ethical, honest, fair and politically neutral.

## Communication and information

You can expect communication with us to be:

- accessible via a range of channels and languages
- responsive and timely
- accurate, comprehensive and clear
- treated in accordance with our privacy and confidentiality obligations.

## How you can help us

### Electors

Electors can help us deliver elections by:

- ensuring that you are enrolled, if eligible, before the close of the roll for the election
- updating your enrolment if you change your address or change your name
- voting in the NSW Local Government elections, which is compulsory. Election day is 14 September 2024
- letting us know if you need assistance to participate
- treating our staff with courtesy and respect
- providing constructive feedback on our services, especially where you believe we have not met the standards described in this charter.

### Political participants

Political participants can help us deliver elections by:

- understanding and meeting your responsibilities under the law
- letting us know if you need assistance to participate
- treating our staff with courtesy and respect
- providing constructive feedback on our services, especially where you believe we have not met the standards described in this charter.

### Councils

Councils can support the success of their elections in the following ways:

- Work with the NSW Electoral Commission to secure the best options for accessible, safe and available venues for use during the elections.
- Provide logistical and operational support wherever feasible – such as access to office furniture, traffic management resources, cleaning services and removal of recycling waste from venues where onsite recycling is not available.
- Respond promptly to requests for information from the NSW Electoral Commission to enable the smooth conduct of the election.
- Raise awareness of the need to vote in your local communities by using the suite of local media and other communications assets produced for councils by the Electoral Commission.

- Increase awareness of the election through council’s own distribution channels, which may include:
  - Council’s website
  - Council’s Facebook and other social media channels
  - Direct mail to residents
  - Council owned newsletters and other publications
  - Posters and signage during the election period.

### How we assess our delivery

We monitor, measure and report on our performance in delivering elections. Our performance measures including customer satisfaction, effective and efficient regulation of political participants and compliance with requirements for the conduct of elections in NSW. The measures are outlined in our [Democracy Delivered: Strategic Plan 2021-24](#)

You can expect the NSW Electoral Commission to hold itself accountable and to:

- reflect on feedback, complaints and compliments received to improve the way we do things
- treat complaints seriously and promptly in line with the NSW Electoral Commission’s complaints management policy
- use available information and data to identify ways to improve our performance
- publicly report on our performance in the 2024 NSW Local Government elections report.

Elector and candidate satisfaction will be measured by a program of research conducted independently of the NSW Electoral Commission. A series of surveys will evaluate satisfaction with the products and services offered at the 2024 Local Government elections and satisfaction with the overall conduct of the election. Satisfaction levels will be compared with the results of previous election surveys to show trends and changes over time.

### Regulatory priorities for 2023-24

The Electoral Commission is the regulator of local government elections and electoral funding conduct by participants and voters. It has produced a [Regulatory Priorities Statement](#) that sets its strategic regulatory focus for 2023-24.

The regulatory priorities include a number of items that are relevant to the conduct of the 2024 NSW Local Government elections including:

- Enforce compliance with disclosure obligations.
- Strengthen transparency through publication of data about compliance and enforcement activities concerning electoral funding and disclosures
- Provide regulated participants in upcoming NSW elections with access to useful and timely information about their key obligations
- Raise awareness amongst election participants about prohibited donors
- Maintain accuracy of registered political party membership information in the lead-up to the 2024 Local Government elections
- Respond to material that misleads electors about the electoral process and undermines integrity
- Support voting in person at NSW elections to be safe and free of interference, including for election officials working at polling places

- To support privacy, educate authorised recipients of enrolment information about handling personal data securely.

## **Your feedback**

The NSW Electoral Commission welcomes your feedback. Please visit our [website](#) for information about how to contact us.