

# NSW Electoral Commission

## Evaluation of NSW Electoral Commission services at the 2021 NSW Local Government elections Report

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22 July 2022

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## Executive Summary

### Background

The NSW Electoral Commission is legislated to conduct elections and by-elections for the Parliament of New South Wales and elections and by-elections for local councils (if engaged to do so). Its purpose is to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

The local government elections scheduled for 2016 were split into two tranches, after the NSW Government began implementing its program of local government mergers. With this merger process not being completed by the scheduled date for the 2016 elections (10 September), only the 81 councils unaffected by outstanding merger proposals were in a position to hold elections on that date. The second tranche was conducted in September 2017.

The 2021 NSW Local Government elections were conducted on 4 December 2021 (originally scheduled for September 2020 but postponed due to the COVID-19 pandemic to September 2021 and again to December 2021).

There are 128 Local Government areas in NSW, each represented by a council. Of the 128 councils, 4 did not conduct elections and 2 chose a commercial elections provider. The NSW Electoral Commission was engaged to conduct 122 of 128 NSW Local Government elections. The six exceptions were:

- Fairfield City Council (engaged a commercial election service provider)
- Penrith City Council (engaged a commercial election service provider)
- Balranald Shire Council (under administration and therefore did not hold an election)
- Central Coast Council (under administration and therefore did not hold an election)
- Central Darling Shire Council (under administration and therefore did not hold an election)
- Wingecarribee Shire Council (under administration and therefore did not hold an election).

### Objectives

Fiftyfive5 was commissioned to undertake research on behalf of the NSW Electoral Commission to evaluate the services of the NSW Electoral Commission for the 2021 NSW Local Government elections held on 4 December 2021. This study aimed to:

- Evaluate the election services provided by the NSW Electoral Commission.
- Identify opportunities for service improvement.
- Understand the information needs and election experience for a range of election stakeholders (voters and candidates).
- Develop actionable insights for future election communications, services and experiences.

### Methodology

An iterative approach to the research was undertaken, with the methodology refined to address COVID-19 restrictions. A mixed methodology was utilised, with tailored approaches for all participant cohorts included in the research. The final methodology included:

- Core Survey of Voters: A CATI survey conducted with n=1,200 NSW electors.
- iVote: A CATI (n=1,000) and online (n=2,597) surveys conducted with iVote users (iVote users opted in to be contacted for survey purposes).

- In-language survey: A CATI survey was conducted in-language with three key language groups – Arabic (n=50), Mandarin (n=50) and Cantonese (n=50).
- People living with disability: Qualitative research, which included an online community (34 participants living with disability) and semi-structured telephone interviews (n=5) with electors who are blind or self-identified as having reading difficulties.
- Candidates: An online survey conducted with Candidates (n=314) and Registered Officers (n=5).

## **Key findings**

The key findings across all cohorts have been summarised below, with comprehensive findings outlined in the sections of the report that describe individual survey results.

## **Key metrics**

Four key metrics were measured across most surveys, with some variations in performance between the individual surveys. The four key metrics were: 1) the elections were conducted fairly and impartially, 2) trust in the voting process, 3) satisfaction with overall process and 4) confidence in the accuracy of the election results. This is the first year that a metric about trust was included in the surveys. In general, most key metrics performed highly among the Core, iVote and in-language surveys, with lower performance among candidate participants.

### ***Core survey***

Among Core survey participants, satisfaction with overall voting experience (89%) was the highest performing metric, and this had significantly increased since 2017 (76%) and 2016 (81%). The key metric relating to fairness and impartiality (82%) was similar to 2017 (81%) and 2016 (83%). Three in four (77%) participants reported that they trusted the voting process (no historical comparisons available as this was the first time the question of trust has been included in a post-election survey). Although more than four in five Core survey participants (84%) reported they were confident in election results, this had significantly decreased from 2017 (89%) but in line with 2016 (85%). Of note, the election results were not available at the time of fieldwork, so this rating is a projected confidence in results.

### ***iVote survey***

Nine in ten (90%) iVote participants reported that they were satisfied with the overall voting process, which was the highest performing metric. Confidence that vote was recorded accurately (85%) and trust the iVote voting process (82%) also scored well. Satisfaction that the elections were conducted fairly and impartially was marginally lower (74%).

### ***CALD survey***

There was variation in performance of key metrics between the language groups in the CALD survey. All four key metrics performed highest among Mandarin-speaking participants, with this significantly higher for confidence in the accuracy of election results (94%) and satisfaction that the election was conducted fairly and impartially (82%).

Significantly fewer Cantonese-speaking participants reported that they were satisfied that the election was conducted fairly and impartially (44%) compared to Arabic-speaking and Mandarin-speaking participants. Similarly, significantly fewer Cantonese-speaking participants reported satisfaction with the overall voting experience (63%).

### ***Candidate survey***

Of the three key metrics measured in the Candidate survey, two metrics performed significantly lower in 2021 compared to 2017. In 2021, the level of overall satisfaction with the Local Government elections (41%) among Candidate participants had significantly decreased since 2017 (59%) and 2016 (60%). Significantly fewer Candidate

participants reported that they were satisfied that the election was conducted fairly and impartially (48%) compared to 2017 (74%) and 2016 (77%). More than one in two participants reported trust in the voting process (56%), however, no historical comparisons were available for this metric.

### ***Qualitative research with people living with disability***

Among those participants living with disability that took part in the qualitative research, perceptions of fairness and impartiality, trust and satisfaction were interrelated to participants' knowledge and familiarity with the voting process.

Participants' perceptions of fairness and impartiality were closely linked to both overall trust in the democratic system, and in the specific process for NSW Local Government elections. Similarly, perceptions of trust in the voting process were interlinked with participants' knowledge and familiarity with the checks and safeguards that have been built into the system.

Among those participants living with disability that took part in the qualitative research, satisfaction was connected with participants' familiarity with and perceived simplicity of the voting process.

## **Voting behaviours**

### ***Core survey***

Among Core survey participants, the voting methods had varied over time. In 2021, there were significantly fewer participants who reported voting at a polling place (2016 62%, 2017 68%, 2021 46%), with significantly more participants who voted pre-poll (2017 17%, 2021 23%) or using iVote (18% first time used in a Local Government election). Of those participants who received assistance at a Polling Place, majority were satisfied (95%), which was significantly higher than 2017 (90%) but not 2016 (98%).

There were significantly fewer non-voters participating in the survey (7%) compared to 2017 (10%) and 2016 (11%). Younger participants aged between 18-34 years old (13%) were significantly more likely to have not voted in the election.

### ***iVote survey***

Majority (97%) of participants who registered for iVote voted using iVote, with around nine in ten (92%) of these participants voting prior to election day and fewer (4%) who reported voting on election day. Majority of iVote participants (99%) reported that they voted online (as opposed to operator assisted) as their iVote mechanism.

### ***CALD survey***

Voting on election day was the most common method among Mandarin-speaking (64%) and Arabic-speaking participants (56%), with marginally fewer Cantonese-speaking participants (38%) who used this method. There were significantly more Cantonese-speaking participants who reported using iVote (38%) compared to Arabic-speaking (16%) and Mandarin-speaking participants (14%).

### ***Candidate survey***

Among candidate participants, the online nomination process (80%) was more commonly used than the online registration process (8%). More than one in two (55%) participants reported that they registered manually, whereas one in five (20%) participants reported completing the nomination process in person.

### ***Qualitative research with people living with disability***

Among participants living with disability, the choice to use the same method of voting as they had done previously was related to repeated experience, familiarity and trust.

Those participants who recalled changing their voting behaviour and voted online had done so with guidance and support of a trusted advisor, commonly a family member. This advisor had often recommended that these participants try online voting.

## **Communication**

### ***Core survey***

A range of information needs were identified among Core survey participants, with one in two (50%) participants who stated that they had additional information needs. In 2021, there were significantly fewer participants who reported knowing how to check and update their enrolment details (2016 64%, 2017 67%, 2021 57%) and when the results of elections were declared (24%) compared to 2017 (33%) and 2016 (45%).

### ***iVote survey***

Awareness of registered electoral material on the NSW Election Commission website varied between iVote participants, with around one in two participants (55%) reporting they were aware of its availability. Participants aged 55 years and over were significantly more likely to be aware, whereas participants who speak a language other than English (LOTE) were significantly less likely (50%) to recall awareness of registered electoral material on the NSW Election Commission website.

### ***CALD survey***

It was more common for Mandarin-speaking (21%) and Arabic-speaking (32%) participants to recall receiving election information from families, friends and neighbours as a source compared to findings from the Core survey (15%). Finding electoral information through a search engine was common among Cantonese-speaking participants (25%), with marginally fewer Mandarin-speaking (12%) and Arabic-speaking (11%) participants who recalled using this source. Cantonese-speaking participants reported significantly higher usage of the NSW Electoral Commission website (48%) compared to Arabic-speaking (34%) and Mandarin-speaking (22%) participants.

Mandarin-speaking participants were significantly more likely to state that they did not have any additional information needs (64%) compared to Arabic-speaking (8%) and Cantonese-speaking (24%) participants. Arabic-speaking participants were significantly more likely to state that they would like to receive all prompted information types (e.g. where to vote, polling place opening hours, information on candidates or parties, information in languages other than English), in future elections, whereas Mandarin-speaking and Cantonese-speaking participants reported lower levels of interest.

### ***Candidate survey***

Four in five (79%) candidate participants reported that they received sufficient information from NSW Electoral Commission to explain their rights and obligations. Participants recalled accessing a range of NSW Electoral Commission information and resources, with satisfaction highest for Election Bulletins (66%). This was followed by the Candidate handbook (58%), website (46%), helpdesk (35%) and advertising (34%). Around one in two (53%) participants accessed a webinar run by NSW Electoral Commission, with two in three (65%) reported this was useful. Among those that accessed NSW Electoral Commission videos (accessed on the NSW Electoral Commission website and YouTube channel), fewer reported these were useful (28%).

### ***Qualitative research with people living with disability***

In the qualitative research, participants who desired more information highlighted social media, print and word of mouth from friends and family as sources where they would expect to find information about an upcoming election.

Participants felt that communications should build their familiarity with the voting process and consequently build their confidence in the democratic process. Information on the polling place venue and voting options available were two main topics seen to be particularly important for this.

## **Encouraging future participation**

### ***Core survey***

In the Core survey, participants who voted indicated that they would've been interested in a range of prompted ideas (many of which are services already supplied by NSW Electoral Commission), in particular information on online voting (75%), text reminders (74%), name marked off the roll electronically at the polling place (72%) and live information on how busy polling places (71%). Participants who did not vote expressed interest in a range of prompted ideas, notably ability to vote online prior to election day (64%), reminder emails or SMS would encourage them to vote (51%), extended deadline to send back postal voters (47%).

Fewer than one in four (24%) non-voter participants reported that they would not have voted even if these prompted ideas were used in the election, which suggests that there is opportunity to overcome barriers for nearly three in four non-voter participants (76%).

### ***iVote survey***

Majority of iVote participants (95%) stated that they were likely to use iVote again in the future. Nearly seven in ten (69%) iVote participants reported that they wouldn't have been able to vote easily if iVote was not available. Participants living with disability (74%) were significantly more likely to report that they would experience difficulty if iVote was not available.

iVote participants expressed interest in a range of prompted ideas to improve iVote, with interest highest (45%) in the option to use a phone keypad to vote remotely. Around one in four were interested in voting instructions (27%) or entire voting platform (27%) available in languages other than English (27%).

### ***CALD survey***

Across all in-language cohorts, around one in two participants reported desire for voting improvements in-language. Interest in election awareness in language was higher among Cantonese-speaking (34%) and Mandarin-speaking participants (48%), with this significantly lower among Arabic-speaking participants (18%).

### ***Candidate survey***

More than nine in ten (92%) candidate survey participants reported that it was important to see progress of forms lodged online. A similar proportion (90%) stated that it was important to have a single integrated system with a single log-in.

In the future, around three in four (77%) participants reported that they would be interested in using an online system for nomination. A similar proportion (76%) stated that they would be interested in using an online system for registration of electoral materials or electoral funding purposes (72%).

### ***Qualitative research with people living with disability***

In the qualitative research, participants felt that the current voting options could be further enhanced to improve accessibility and reduce obstacles for people with disability. This included use of how to vote cards, fast track lanes and polling place congestion information to improve in-person voting. Participants also desired more support to learn about the online voting process.

A few opportunities to improve communication about the election were noted, including text message reminders about when elections were occurring or QR codes on advertising materials to direct individuals to the NSW Electoral Commission website to find more information about polling places and candidates.

## Implications and conclusions

The key metrics of conducting a fair and equitable election, trust in the process and confidence in results were rated highly by respondents across the voter surveys. Voters reported that their experience improved (especially the compared to 2016 and 2017), primarily due to the election process being quick and easy.

There was increased usage of pre-poll and iVote voting at this election by survey participants. Positively, information needs were met for many voters but there was desire to know about where to vote and how to vote, especially among non-voters and those living with disability. Information in language was especially important for culturally and linguistically diverse respondents.

Candidates rated the key metrics significantly lower at the 2021 elections than in past local government elections. Those dissatisfied indicated the online application process was difficult, the COVID rules (e.g. how to vote cards prohibited within 100m of an entrance to a voting centre) were enforced inconsistently. Satisfaction with the website was also low with candidates indicating it was hard to navigate or find information. The current systems for registration and nomination were rated significantly lower than in past years. Feedback included that the process was too complex, lacked e-signatures and the portal kept crashing. There was desire to use digital platforms, in fact a single integrated portal was rated as important to the majority.

Communicating about alternate voting options could lower barriers to vote, but support needs to be provided for those options. While many respondents had their information needs fulfilled, communicating information on polling places and reminders could reduce barriers to voting along with in-language support.

Website usage by respondents increased from past local elections but satisfaction with the website declined. It should be noted that participants did not distinguish between the range of NSW Electoral Commission online sites. When participants refer to “website” that may include all NSW Electoral Commission online presences including corporate website, online nominations process and funding and disclosure online and the results website. Some respondents’ feedback suggested that the website could be hard to navigate to find what they wanted. With increased usage of the website, there is an opportunity to improve user experience through increased ease of accessibility of information online. COVID-19 has had an impact on candidate satisfaction with processes. If COVID-19 processes are needed in future elections, clear communications around consistent rules will be needed. Candidates surveyed wanted a single system online system for nomination, registration and electoral funding.
















## List of Abbreviations

COMPONENT	DESCRIPTION
ADIA	Australian Data and Insights Association
ABS	Australian Bureau of Statistics
CALD	Culturally and linguistically diverse
LGA	Local Government Areas
LOTE	Language other than English
NSW	New South Wales
NSW Electoral Commission	New South Wales Electoral Commission

## List of Icon Definitions

This report utilises icons in tables outlining key sub-group differences. Due to the number of sub-groups of interest, these have been displayed in icon format to visually aid the reader.

ICON	DESCRIPTION
	18-34 years old
	35-54 years old
	55+ years old
	Male
	Female
	Metro
	Regional

ICON	DESCRIPTION
	Culturally and linguistically diverse
	Living with Disability
	Pre-poll
	Polling centre
	iVote
	Postal



# 1. Introduction

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# 1. Introduction

This report presents the findings of the research undertaken by Fiftyfive5 on behalf of the NSW Electoral Commission to evaluate the services of the NSW Electoral Commission for the 2021 NSW Local Government elections held on 4 December 2021.

## 1.1 Background

The NSW Electoral Commission is legislated to conduct, regulate, and report on elections and by-elections for the Parliament of New South Wales (NSW). Its purpose is to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales. The NSW Electoral Commission also provides electoral services to local government (if engaged to do so) and was engaged to conduct 122 NSW Local Government elections on 4 December 2021 out of the 128 Local Government Areas (local councils).

One of the NSW Electoral Commission's highest priority goals is to build trust and confidence in the electoral and democratic systems and processes. The NSW Electoral Commission seeks to ensure that voters and political participants understand what they need to do to play their part in the democratic process and can simply and seamlessly navigate NSW Electoral Commission services to meet their obligations. Particular attention is given to ensuring inclusion and accessibility to all via different voting mechanisms and with audiences such as people who may experience additional barriers to participation in democracy

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

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

The 2021 NSW Local Government elections provided options for electors to vote using multiple available channels including:

- In person on election day.
- Early, in person at pre-poll centres during the two weeks leading up to election day.
- Via postal voting. Applications for postal voting are made via the NSW Electoral Commission (website and call centre) or a registered political party. Ballot papers were then posted to electors to complete and return. The cut-off date for the return of postal votes was 17 December 2021 at 6pm.
- Via iVote. iVote is the NSW Electoral Commission's technology-assisted voting platform, enabling eligible electors to cast a vote online or by telephone. Electors were able to apply to use iVote from 22 November to 1pm on 4 December 2021. If their application was successful, electors received an iVote number and password to cast a vote. Votes could be verified and checked for receipt.

## 1.2 Objectives

The primary objectives for the research were:

To conduct robust research with NSW electors and candidates to evaluate the NSW Electoral Commission's services at the 2021 NSW Local Government elections and to deliver actionable insights to increase understanding, trust and future participation in democracy.

Fiftyfive5 designed and delivered a study that aimed to specifically:

- Evaluate the NSW Electoral Commission's conduct of the 2021 NSW Local Government election and the services provided including communication, understanding, confidence and levels of trust in democratic processes, the fairness and impartiality of the election, overall experience, and voter experience of each voting channel.
- Identify opportunities for service improvement.
- Understand information needs, voting experience and enhancements required for electors who may face additional barriers to participation in elections; particularly Aboriginal electors, CALD electors, young electors and electors with disability.
- Develop actionable insights for future election communications, services and experiences in order to increase confidence and trust in democracy, optimise communication effectiveness and encourage future voter participation.

### **1.3 Important Context for Interpretation of Findings**

#### **Contextual factors for all surveys**

Comparisons have been made of the research results for NSW Electoral Commission's delivery of the 2021 NSW Local Government elections against the 2017 and 2016 elections. However, there are important contextual notes that the reader needs to understand in interpreting the data and any shifts between the timeseries data points:

- The scheduled 2016 NSW Local Government elections were conducted as a split election occurring at different points in time (the NSW Electoral Commission conducted 76 council elections in 2016 and 45 in 2017); the 2021 NSW Local Government elections occurred at a single point in time.
- The 2021 NSW Local Government elections were delayed from 12 September 2020 to 4 September 2021 and again to 4 December 2021 due to COVID-19 concerns, NSW lockdowns and various restrictions.
- Due to postal delivery issues related to COVID, the postal vote return date was extended 2 weeks. This pushed out the time that election results could be declared.
- The 2021 NSW Local Government elections were held during a period of some restrictions for electors and with increased public health requirements for polling and pre-polling places.
- Due to recent COVID-19 outbreaks in NSW, all polling and pre-polling places were required to adhere to NSW public health orders/advice and had appropriate COVID Safety Plans in place.
- The 2021 NSW Local Government elections were the first instance of utilisation of the iVote system in a Local Government election (although electors may have had the opportunity to experience iVote in state elections).
- The results of the surveys could possibly have been influenced by the environment – election postponements, December election date, COVID and proximity to Christmas.

#### **Contextual factors for iVote survey**

- In 2021, iVote was made available for the first time in a Local Government election. Eligible electors could use iVote online or via phone but the Interactive Voice Response was not available.
- iVote eligibility was extended to those who would be out of their local government area on the day.
- This was the first instance for the iVote reset Portal which allowed users to: request iVote number be resent and reset own password or PIN.

- Furthermore, it was the first year with no delay between application and voting processes, with iVote application and voting services both starting two weeks prior to election day.
- iVote voting instructions within the iVote platform were not available in languages other than English and all voting screens were in English.
- In 2021, the survey methodology changed from opt-out to opt-in permission for iVote surveys.

**Contextual factors for Candidate survey**

- In 2021, Candidates and campaigners were not able to hand out how to vote material within 100m of an entrance to a voting centre due to COVID restrictions.
- This was the first NSW Local Government election to use an online nominations system.
- This was the first election to conduct the funding and disclosure process online.

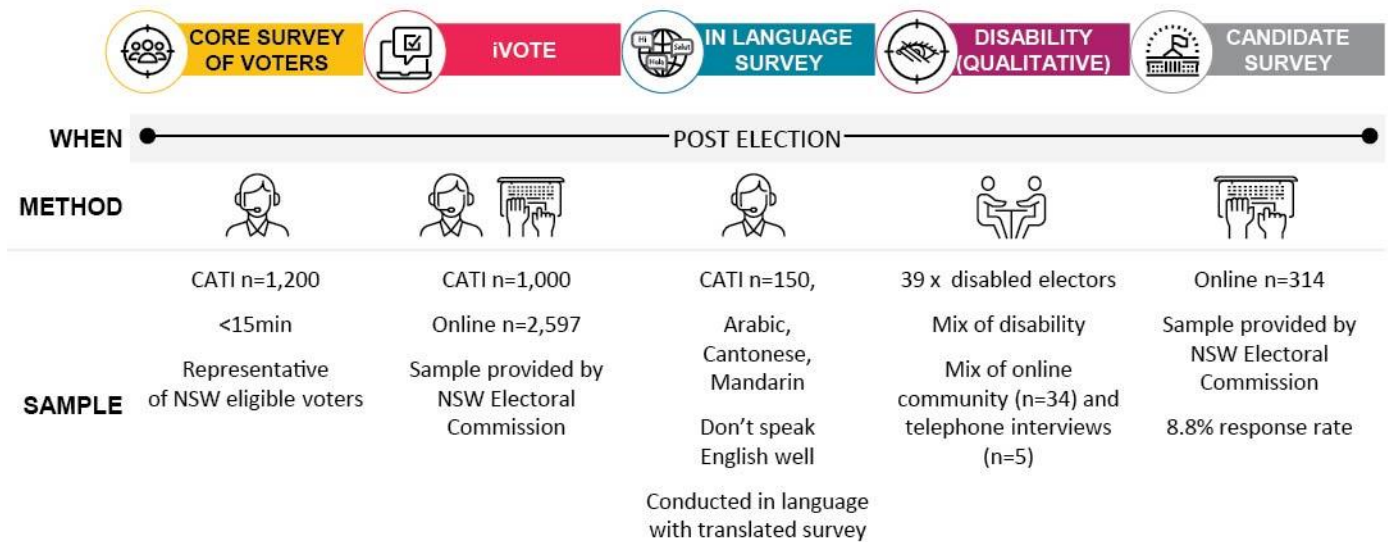
**Methodology Overview**

As part of the research process Fiftyfive5 met with Electoral Commission stakeholders. This was designed to ensure that the research covered key topics of interest as part of the project initiation. The Fiftyfive5 team met with: Simon Kwok, Andrea Summerell, Wayne Morgan, Emma Silvester, Pip Brandon, Emma Keene, Felicity Wright, Mark Radcliffe and Steve Robb.

The final methodology utilised to address these research objectives included both qualitative and quantitative data collection. The original methodology that incorporated face-to-face intercept interviews at pre-polling and election day voting locations was revised due to the NSW 2021 lockdowns and subsequent COVID-19 restrictions.

The revised methodology included the following five components:

*Figure 1: Overview of methodology*



*Figure 1 above provides a visual representation of the overview of methodology.*

**1.4 Core Survey of Electors**

The core elector survey was conducted amongst a random sample of NSW residents eligible to vote in the 2021 NSW Local Government elections. A 11-minute computer assisted telephone interview (CATI) was conducted with n=1,200 NSW electors aged 18+years across 122 local council areas. Interviews were conducted over the period 5 December to 16 December 2021.

A thorough CATI interviewer briefing was conducted in advance of the pilot of the survey in field. This interviewer briefing was conducted by Fiftyfive5, the fieldwork supervisor and attended by the NSW Electoral Commission project team. The briefing included a thorough background to the study, and a full review of all survey instruments commencing with the core survey. All interviewers were given six elector personas as examples to roll play an interview experience as training and familiarisation of the various routing paths within the surveys.

The sample was sourced by research provider Fiftyfive5 and excluded persons on the Do Not Call Register. It comprised both landline and mobile samples generated from a mix of publicly available databases and random digit dialling. Quotas were set based upon region, interlocking age and gender.

**Table 1 - Quotas achieved for Core Survey of Electors**

NSW	MAJOR CITIES	INNER REGIONAL	REGIONAL/REMOTE	TOTAL
TARGET	877	240	83	1,200
ACHIEVED	827	266	107	1,200

TARGET	MALE	FEMALE	TOTAL	ACHIEVED	MALE	FEMALE	TOTAL
18-29	124	123	<b>247</b>	18-29	<b>68</b>	<b>63</b>	<b>131</b>
30-39	106	108	<b>214</b>	30-39	<b>131</b>	<b>155</b>	<b>289</b>
40-49	100	105	<b>205</b>	40-49	<b>99</b>	<b>118</b>	<b>217</b>
50-59	96	100	<b>197</b>	50-59	<b>100</b>	<b>145</b>	<b>245</b>
60-69	81	85	<b>166</b>	60-69	<b>75</b>	<b>101</b>	<b>176</b>
70-100	77	95	<b>172</b>	70-100	<b>63</b>	<b>79</b>	<b>144</b>

Survey: Core survey

Base: All participants

S1 What is your postcode? S5 To ensure we have a broad mix of participants in the survey... What is your age? S6 What gender do you identify as

## 1.5 In-Language Survey

The in-language survey was conducted amongst a sample of NSW residents eligible to vote in the 2021 NSW Local Government elections who self-identified as having a low English proficiency: who spoke English either ‘not well’ or ‘not at all’. Three languages were included in the survey: Arabic, Mandarin and Cantonese. All interviews were conducted in-language by trained fieldwork interviewers who were fluent in these languages and each interview approach commenced in-language prior to any screening protocols.

A 16-minute CATI was conducted with n=150 NSW electors with low to no English proficiency. Interviews were conducted over the period of 9 to 23 December 2021. The following quotas were achieved:

**Table 2 - Quotas achieved for In Language Survey**

LANGUAGE SPOKEN	TARGET	ACHIEVED
Arabic	50	50
Mandarin	50	50
Cantonese	50	50
	<b>150</b>	<b>150</b>

Survey: CALD In-language survey

Base: All participants

Classification of language used to complete survey

Sample was sourced by research provider Fiftyfive5 and excluded persons on the Do Not Call Register. Interviews were conducted in-language.

## 1.6 Voting Channel Survey (iVote)

The voting channel survey was conducted with n=2,597 NSW electors who voted using a specific voting channel. The specific focus of the voting channel survey for the 2021 NSW Local Government elections was iVote.

A 9-minute CATI was conducted with n=1,000 NSW electors aged 18+years across 122 local councils. CATI interviews were conducted over the period of 16 to 21 December 2021, whereas online surveys (n=2,597) were conducted between 21 December 2021 and 10 January 2022.

The sample was sourced from NSW Electoral Commission records of electors who voted using the iVote channel. In 2021, the sample was changed to an opt-in approach. For those who consented to research, a subset was selected and handled in line with data privacy guidelines.

Following this, 1,000 CATI interviews were completed from the list, with participants who indicated that the eligibility criteria for choosing to use iVote was related to living with disability overrepresented (n=400). Another sample subset was selected to receive the online survey link by email from the NSW Electoral Commission for self-completion between 21 December and 10 January 2022.

Table 3 below outlines the sample that was achieved and the rates according to the total population of electors that registered for iVote:

**Table 3 - Sample criteria achieved for iVote Survey**

CRITERIA FOR CHOOSING IVOTE	ACHIEVED	OPT-IN DATA BASE
Living with disability	6.15%	6.1%
Other criteria	93.85%	93.9%

Survey: iVote elector survey

Base: All participants

Classification of eligibility criteria

Table 4 below outlines the sample according to iVote eligibility criteria that was achieved and the rates according to the total population of electors that registered for iVote:

**Table 4 - Criteria for choosing iVote for survey sample and total population**

		ACHIEVED	OPT-IN DATA BASE	% FOR ALL OF IVOTE
Living with disability	Low literacy	0.8%	0.8%	0.7%
	Blind or low-vision	1.0%	0.3%	0.4%
	Other disability	18.4%	5.1%	5.3%
Other criteria	Distance to polling place	1.9%	1.5%	1.6%
	Postal pack not received	0.4%	1.9%	1.7%
	Outside council/ward	75.8%	89.6%	89.5%
	Silent elector	1.6%	0.9%	0.9%

Survey: iVote elector survey

Base: All participants

Classification of eligibility criteria

We then weighted the final data to be in line with the two cohorts of participants who opted into the survey:

- **iVote users living with disability:** Those who indicated that the criteria for choosing to use iVote was related to living with disability.
- **iVote users with other eligibility criteria:** Those who selected another eligibility criteria such as outside council/ward or silent elector.

### **1.7 Candidates (Candidates and Registered Officers)**

In 2021, 3,618 Candidates and Registered Officers of local government political parties were invited to provide feedback via this survey in electronic format.

The survey was conducted with 314 Candidates and 5 Registered Officers (for a total of n=319 responses), all of whom were nominating from councils that were a client of the NSW Electoral Commission for the 2021 local council elections. Given the low response rate for Registered Officers, the focus of this report is Candidates only.

The online survey took an average of 15 minutes. Surveys were collated over the period of 20 December 2021 to 10 January 2022.

The NSW Electoral Commission was responsible for the issuing of the survey invitation to Candidates and Registered Officers from their database utilising name and email addresses available. Personal information was not provided to Fiftyfive5 for this purpose. Fiftyfive5 provided the survey platform and secure data storage and collation services.

No quotas were set on the sample for this survey.

### **1.8 Qualitative (electors living with Disability)**

A qualitative methodology obtained feedback from electors living with disability. The study was conducted between 8 and 10 December 2021. This incorporated the involvement of 34 participants in an online community over a three-day period. The online community utilised a structured discussion guide with tasks for participants to complete or comment upon. Fiftyfive5 sourced the sample of participants and the sample included representation of persons with hearing impairment, mobility restrictions, use of wheelchair, reading difficulties and vision impairment.

A further 5 semi-structured telephone interviews of 30 minutes duration were conducted with electors who are blind or self-identified as having reading difficulties. These interviews were qualitative and conversational in nature utilising a semi-structured discussion guide.

### **1.9 Interpreting the Data**

#### *Quantitative data*

The majority of the data collected is displayed quantitatively in charts and tabular format. The qualitative data collected for electors living with disability is non-numeric and contained in interpretative format in Section 6.

Quantitative survey data is presented in the form of:

- Descriptive commentary detailing the key results.
- Additional commentary detailing statistically significant differences between the total results and the result for a sub-group within the sample frame.
- A graph or table of results
- Key sub-group results displaying any statistically significant differences for sub-groups for the 2021 findings



For ease of reading and appropriate assignment of findings to each of the various target audiences each survey has been given its own section within the report. The only section which includes multiple audiences and results across all surveys is Section 2: Key Metrics (Across all Surveys).

All quantitative survey findings include references to the sample and survey that the findings are based upon, the sample size (n=) and the question wording. All instruments can be found in full in the Appendix of this document.

Please note that demographic data on gender included in this report may not total 100%. Participants were asked to self-identify their gender, n=26 identified as non-binary, other or prefer not to say. Due to the small base of those who identified as non-binary, other or prefer not to say, graphs and tables included in the report only include male and female identifying participants. If tables include a small base of less than 30 people their data will be denoted by “\*” to show caution should be used in interpreting the results.

Throughout this report, all significance testing is done at 95% confidence level. Data was analysed to identify any significant differences by sub-groups, including by age, gender, location. When results are analysed by “top 2 box” this is a way of summarising scale data from a survey question. It combines the highest 2 responses in the scale to a single number. Results should be viewed and interpreted with context in mind, including the impact of COVID-19 (please refer to section 1.3). The sub-group of living with disability in the quantitative surveys, self-classified including:

- Blindness or low vision.
- Reading difficulties.
- Hearing impairment.
- Mobility restrictions.
- The use of a wheelchair.

The exception to the rule is the iVote section (Section 4). The living with disability group in this section is based on how respondents answered the eligibility criteria when registering to use iVote.

The following terms are used interchangeably in the following report:

- Voters/electors.
- Polling place/voting centre.
- Pre-poll/pre-polling place/pre-polling centre/early voting centre.
- Local Government elections/council elections.

### *Qualitative data*

The qualitative findings from the research with electors living with disability were identified using a combination of narrative and thematic analysis. The analysis was based on information collected during the online community discussions with 34 participants and in-depth interviews with 5 participants. Both analytical approaches are rigorous techniques that have been employed by Fiftyfive5’s experienced qualitative research team.

Narrative analysis considers the mindset of electors living with disability, their experience of the voting environment and the language they use to describe their experiences. By studying this language, we better understand their experience of voting, and can provide understanding of the aspects of the experiences that have the greatest impact on their trust and confidence in democracy.

Thematic analysis identifies the patterns that appear repeatedly in terms of the knowledge, experiences and behaviours. Themes are supported by direct quotations using the language of participants to provide further evidence for specific points.

With this combination of techniques, the purpose of the qualitative findings is to bring understanding to the range of reasons why specific services are used in specific ways and are successful or challenge the trust and confidence of electors living with disability. The qualitative findings should not be used to attribute the size of an issue, it tells us more about the impact that issues have on individuals.



## 2. Key Metrics

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## 2. Key Metrics (Across all Surveys)

### 2.1 Overview

This section provides an overview of the key metrics across all four elector surveys that were conducted as part of the Evaluation of NSW Electoral Commission services at the 2021 NSW Local Government elections. Given the voice of people living with disability was captured through a qualitative approach, this section has included the findings from the participants who identified as living with disability in the Core survey as a point of reference.

As part of the research, four key metrics were measured across all surveys:

- Elections are conducted fairly and impartially.
- Trust in voting process.
- Satisfaction with overall voting process.
- Confidence in accuracy of election results.

These key metrics were consistent with previous surveys, aside from the metric 'trust in voting process' which was introduced in 2021. The key metric 'confidence in accuracy of election results' was not asked for the Candidate survey.

Please refer to section 1 for the separate methodology and sample for each survey.

#### Key findings

The key metrics all scored highly across most surveys, with some variation between the surveys. Performance on each key metrics across the four surveys have been outlined below.

### 2.2 Confidence in election results

Confidence in the accuracy of election results scored highly across all four surveys. Participants who completed the iVote survey reported the highest level of confidence (85% net confidence consisting of very confident + fairly confident ratings) in the accuracy of election results, with a similar proportion (84%) of participants from the Core survey that reported they were confident. Four in five (80%) participants who completed the in-language survey reported they were confidence, with marginally fewer (72%) participants living with disability reported that they were confidence with the accuracy of this metric.

**Table 5 – Confidence in election results - by survey type**

COLUMN %	CORE	CORE - LIVING WITH DISABILITY	IN-LANGUAGE (CALD)	IVOTE*
Very confident	49%	36%	33%	56%
Fairly confident	35%	36%	47%	29%
Not very confident	6%	8%	5%	1%
Not at all confident	3%	3%	1%	1%
Don't know	8%	17%	13%	13%
Net Confident	84%	72%	80%	85%
Net Not confident	8%	11%	7%	2%
Base number n	1,200	124	150	3,478

Survey: Core, CALD and iVote surveys

Base: All electors

D13 - Overall, how confident are you that the election results are accurate?

\*iVote -D1 - For the recent election, how confident are you that your vote was recorded accurately in the final vote count?

### 2.3 Elections are conducted fairly and impartially

Participants who completed the Core survey (82%) reported the highest level of satisfaction that the elections were conducted fairly and impartially. Around three in four participants living with disability (76%) and iVote participants (74%) reported that they were satisfied. Marginally fewer participants who completed the in-language survey (64%) reported that they were satisfied that the elections were conducted fairly and impartially. Less than one in two (48%) participants who completed the candidate survey reported that they were satisfied.

Table 6 – Overall satisfaction in fairness and impartiality of election - by survey type

COLUMN %	CORE	CORE - LIVING WITH DISABILITY	IN-LANGUAGE (CALD)	IVOTE	POLITICAL PARTICIPANT (CANDIDATE)
Very satisfied	47%	33%	19%	53%	25%
Fairly satisfied	36%	43%	45%	21%	23%
Neither satisfied nor dissatisfied	9%	14%	27%	8%	14%
Fairly dissatisfied	2%	1%	3%	3%	18%
Very dissatisfied	2%	3%	1%	7%	19%
Don't know/can't comment/not applicable	5%	6%	5%	8%	1%
Net Satisfied	82%	76%	64%	74%	48%
Net Dissatisfied	4%	4%	5%	10%	37%
Base number n	1,200	124	150	3,597	314

Survey: Core, CALD, iVote and Candidate surveys

Base: All electors

A1 - Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

### 2.4 Trust in voting process

Participants who completed the iVote survey (82%) reported the highest level of trust in the iVote voting process. Nearly four in five participants who completed the in-language survey (78%) and the Core survey (77%) reported that they trusted the process. Around seven in ten (69%) participants living with disability reported that they trusted the voting process. Trust was lowest among participants who completed the candidate survey (56%).

**Table 7 - Trust in voting process - by survey type**

COLUMN %	CORE	CORE - LIVING WITH DISABILITY	IN-LANGUAGE (CALD)	IVOTE*	POLITICAL PARTICIPANT (CANDIDATE)
Trust it a great deal	59%	44%	45%	71%	43%
Trust it a little	18%	25%	33%	10%	13%
Neither trust nor distrust it	13%	19%	15%	12%	17%
Distrust it a little	3%	3%	3%	1%	13%
Distrust it a great deal	4%	6%	1%	1%	12%
Don't know	2%	3%	4%	4%	2%
Net Trust	77%	69%	78%	82%	56%
Net Don't Trust	7%	9%	3%	3%	26%
Base number n	1,200	124	150	3,597	314

Survey: Core, CALD, iVote and Candidate surveys

Base: All electors

A4 - To what extent do you trust or distrust the voting process?

Slightly different wording (iVote process vs election process)- C11 To what extent do you trust or distrust the iVote voting process?

## 2.5 Satisfaction

Overall satisfaction with the voting process scored highly across most surveys, yet this was significantly lower among participants who completed the candidate survey. Around nine in ten participants from the iVote survey (90%), Core survey (89%) and those living with disability (89%) reported that they were satisfied with the overall voting process. This was marginally lower among participants who completed the in-language survey (80%). Around two in five (41%) participants who completed the candidate survey reported they were satisfied.

**Table 8 - Overall satisfaction of election process - by survey type**

COLUMN %	CORE	CORE - LIVING WITH DISABILITY	IN-LANGUAGE (CALD)	IVOTE	POLITICAL PARTICIPANT (CANDIDATE)
Very satisfied	59%	51%	28%	73%	17%
Fairly satisfied	30%	38%	51%	18%	24%
Neither satisfied nor dissatisfied	4%	4%	11%	3%	12%
Fairly dissatisfied	4%	1%	6%	3%	24%
Very dissatisfied	2%	2%	1%	3%	23%
Don't know/can't comment/not applicable	0%	3%	2%	1%	1%
Net Satisfied	89%	89%	80%	90%	41%
Net Dissatisfied	6%	4%	7%	6%	47%
Base number n	1,118	113	148	3,597	314

Survey: Core, CALD, iVote and Candidate surveys

Base: All electors

A2 - Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

### Reasons for satisfaction

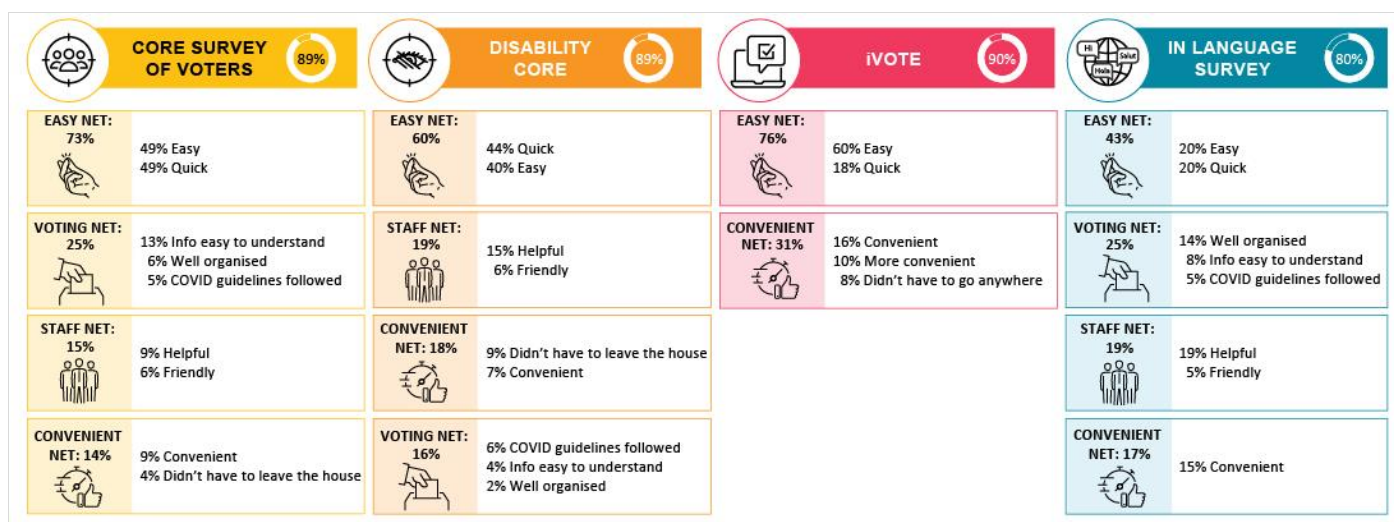
As shown in Figure 1, the reasons for satisfaction varied between the surveys. Among all surveys, the level of ease was a key reason for satisfaction. Around three in four participants from the iVote (76%) and Core (73%) survey indicated this was a key reason for satisfaction. Three in five (60%) participants living with disability reported ease was a key reason, whereas fewer (43%) participants who completed the in-language survey noted this reason for satisfaction.

The voting process was another reason for satisfaction identified by participants from the Core survey (25%), in-language survey (25%) or those living with disability (16%).

Convenience was a reason for satisfaction identified by participants from all surveys. This was highest among iVote participants, with three in ten identifying this as a key reason for satisfaction (31%). Marginally fewer participants living with disability (18%), in-language survey (17%) and Core survey (14%) stated convenience as a reason for satisfaction.

Staff was another reason for satisfaction identified by participants from all surveys aside from iVote. Around one in five participants from the in-language survey (19%) and those living with disability (19%) indicated this was a key reason for satisfaction. This was reported slightly less often among participants from the Core survey.

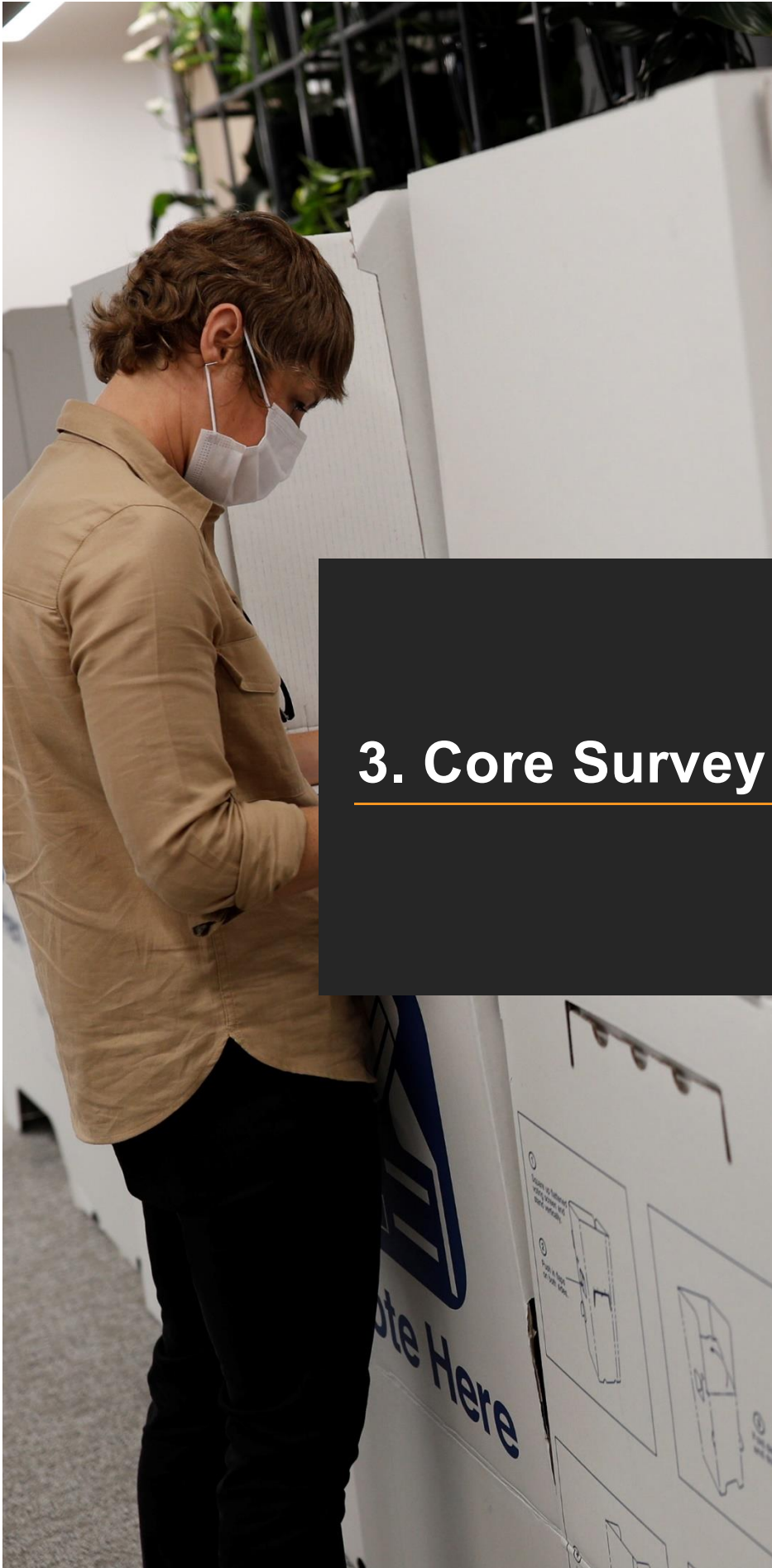
Figure 1 - Comparison of reasons for satisfaction, across surveys



Survey: Core, CALD, iVote surveys

Base: Those satisfied including voters and non-voters; Core n=996; Core disability n=101; iVote n=3246; In language – overall n=118

A3 – And why were you [satisfied/ very satisfied]?



### 3. Core Survey

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### 3. Core Elector Survey Findings

#### 3.1 Overview

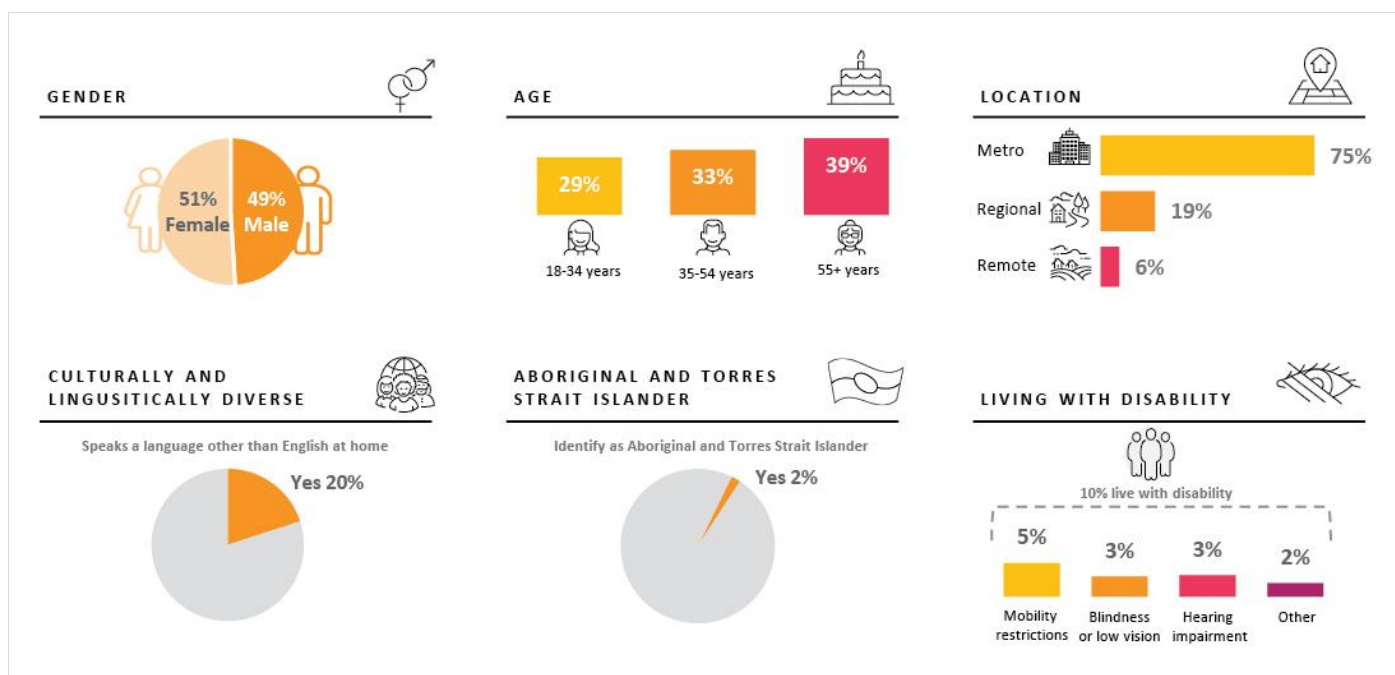
As part of the Core Elector Survey, 1,200 NSW electors took part in a 10-15 minute quantitative survey conducted via CATI phone interviews between the 5 December 2021 to 16 December 2021.

This component of the research aimed to gain a representative view of the opinions of voters to evaluate the NSW Electoral Commission’s services at the 2021 NSW Local Council elections and to deliver actionable insights to increase understanding, trust and future participation in democracy.

#### Methodology

Electors included in the survey were representative of NSW eligible voters and data has been weighted by age, gender and location in line with ABS statistics. Figure 2 provides an overview of demographic data of participants:

Figure 2 - Overview of demographic data



Survey: Core Elector Survey

Base: Total including electors and non-electors 2021 (n=1,200)

S3 - What gender do you identify as? S5b - To ensure we have a broad mix of participants in the survey... What is your age? Council Regional Classification. S5 - And do you speak another language other than English at home? S6\_ - Do you experience / have any of the following

Table 9 – Overview of demographic data

<b>GENDER</b>	Male	49%
	Female	51%
<b>AGE</b>	18-34	29%
	35-54	33%
	55+	39%
<b>LOCATION</b>	Metro	75%
	Regional	19%
	Remote	6%

<b>LOTE</b>	Yes	20%
	No	80%
<b>ABORIGINAL AND TORRES STRAIT ISLANDER</b>	Yes	2%
	No	98%
<b>LIVING WITH DISABILITY</b>	Mobility restrictions	5%
	Blindness or low vision	3%
	Hearing impairment	3%
	Other	2%
	Net Living with disability	10%
<i>Total Sample</i>		<i>1,200</i>

### Key findings

In 2021, there were four key metrics measured, with some variation in the key metrics since 2017. There was a high level (89%) of satisfaction with overall voting experience and this had significantly increased since 2017 (76%) and 2016 (81%). There were also significantly more participants who were very satisfied (59%) compared to 2017 (41%) and 2016 (45%).

Although more than four in five participants (84%) reported they were confident in election results, this had significantly decreased from 2017 (89%). Trust in voting process had not been measured previously, yet more than three in four (77%) participants reported that they trusted 'a little' or 'a great deal'. The key metric related to fairness and impartiality (82%) was similar to 2017 (81%) and 2016 (83%).

In 2021, the method that participants reported voting had changed. There were significantly fewer participants who reported voting at a polling place (2016 62%, 2017 68%, 2021 46%), with significantly more participants who voted pre-poll (2017 17%, 2021 23%) or using iVote (18% first time used for Local Government election). Of those participants who received assistance at Polling Place, majority were satisfied (95%), which was significantly higher than 2017 (90%) but less than 2016 (98%).

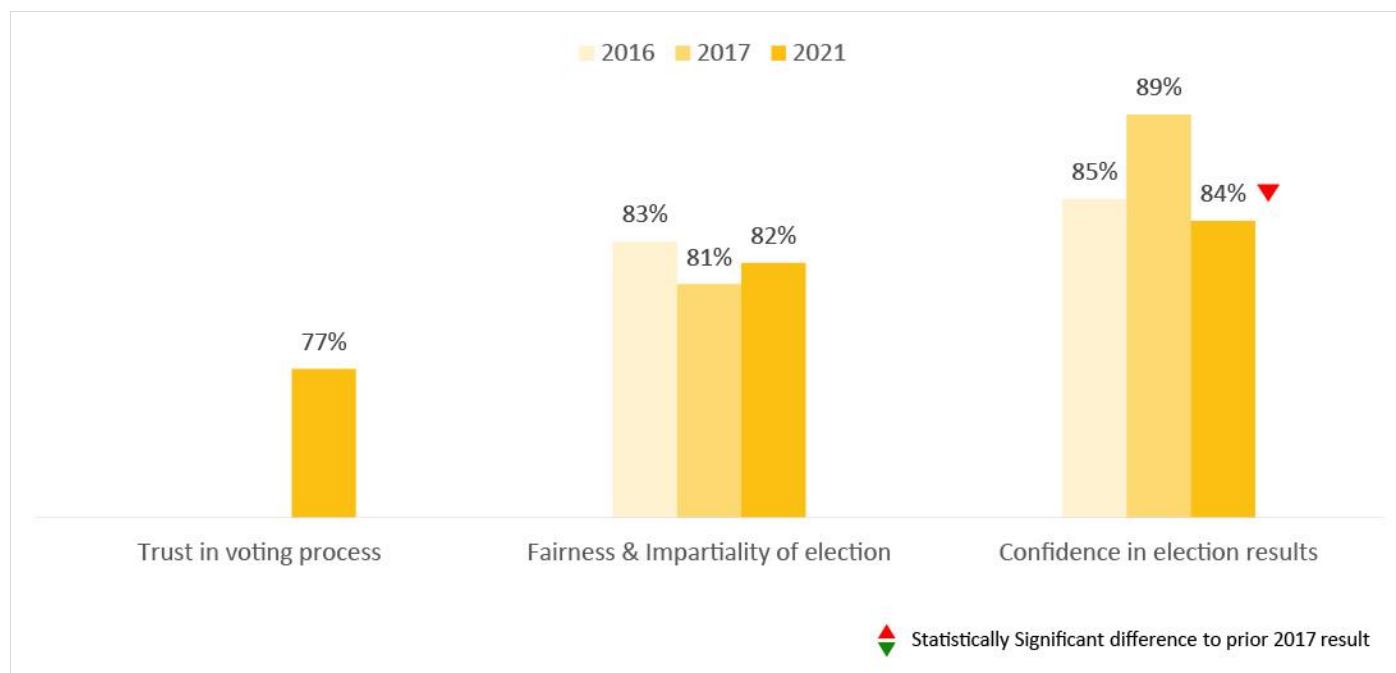
Importantly, there were significantly fewer non-voters (7%) compared to 2017 (10%) and 2016 (11%). However, younger participants aged between 18-34 years old (13%) were significantly more likely to have not voted in the 2021 election.

There was evidence to show that a few information gaps have increased, with significantly fewer participants who reported knowing how to check and update their enrolment details (2016 64%, 2017 67%, 2021 57%) and when the results of elections were declared (24%) compared to 2017 (33%) and 2016 (45%). One in two (50%) participants stated that they had additional information needs, and there was an opportunity to address information needs in future elections.

Participants reported relatively high levels of interest in a range of prompted future opportunities for improvement, notably more information about online voting (75%), text message (SMS) reminders (74%) and having their name marked off the roll electronically at the polling place (72%).

## 3.2 Key Metrics Summary

Figure 3 - Overall key metrics (Top 2 boxes: trust a little/trust a great deal, very/fairly satisfied, very/fairly confident)



Survey: Core Elector Survey

Base: Total including electors and non-electors 2016 (n=502); 2017 (n=500); 2021 (n=1,200)

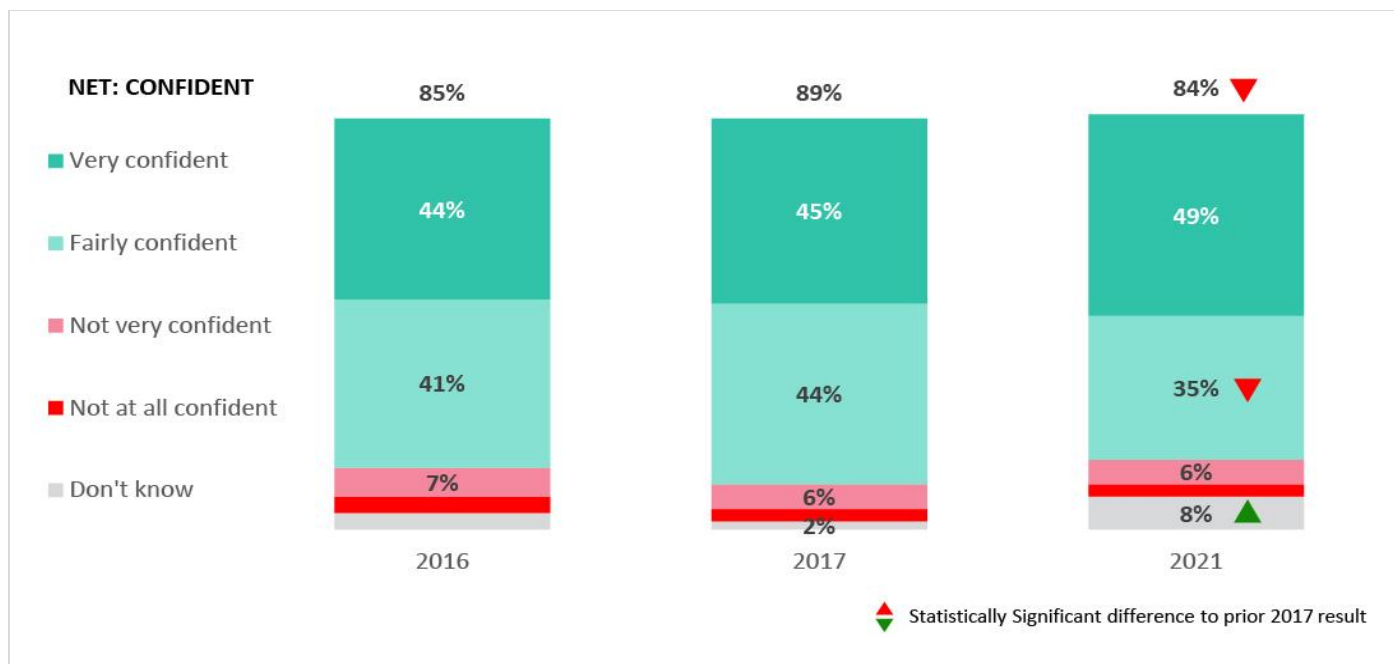
A4 To what extent do you trust or distrust the voting process? A1 Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially? D13 Overall, how confident are you that the election results are accurate? N.B. the fieldwork in 2021 was conducted before the results were declared, so this rating reflect projected confidence.

### Confidence in election results

Of all key metrics, confidence in election results was the metric with the highest performance, with nearly half (49%) of participants reported they were 'very confident' in 2021.

- However, the level of confidence had significantly decreased in 2021 (84%) compared to 2017 (89%) and is similar to 2016 (85%). Please note the fieldwork in 2021 was conducted before the results were declared, so this rating reflects projected confidence.
- There were significantly fewer participants who were fairly confident in 2021 (35% compared to 44% in 2017 and 41% in 2016).
- There was also a significant increase in the number of participants who were uncertain (8% compared to 2% in 2017 and 4% in 2016).
- Participants who were living with disability had significantly lower confidence in the election results, with around seven in ten (72%) who reported they were 'very' or 'fairly' confident in the election results (compared to 84% of total participants).
- Aside from people living with disability, there were no other significant differences in the results between subgroups.

Figure 4 - Confidence in accuracy of election results



Survey: Core Elector Survey

Base: Total including electors and non-electors 2016 (n=502); 2017( n=500); 2021 (n=1,200)

D13 Overall, how confident are you that the election results are accurate?

Table 10 - Confidence in accuracy of election results: by subgroups

	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very confident	49%	42%	51%	52%	51%	47%	45%	36%
Fairly confident	35%	38%	33%	35%	32%	37%	33%	36%
Not very confident	6%	8%	6%	4%	5%	6%	6%	8%
Not at all confident	3%	3%	3%	2%	3%	3%	2%	3%
Don't know	8%	10%	8%	7%	9%	7%	14%	17%
Net Confident	84%	80%	83%	86%	83%	84%	78%	72%
Net Not confident	8%	10%	8%	7%	8%	9%	8%	11%
Base number n	1,200	278	480	442	538	661	228	124

Survey: Core Elector Survey

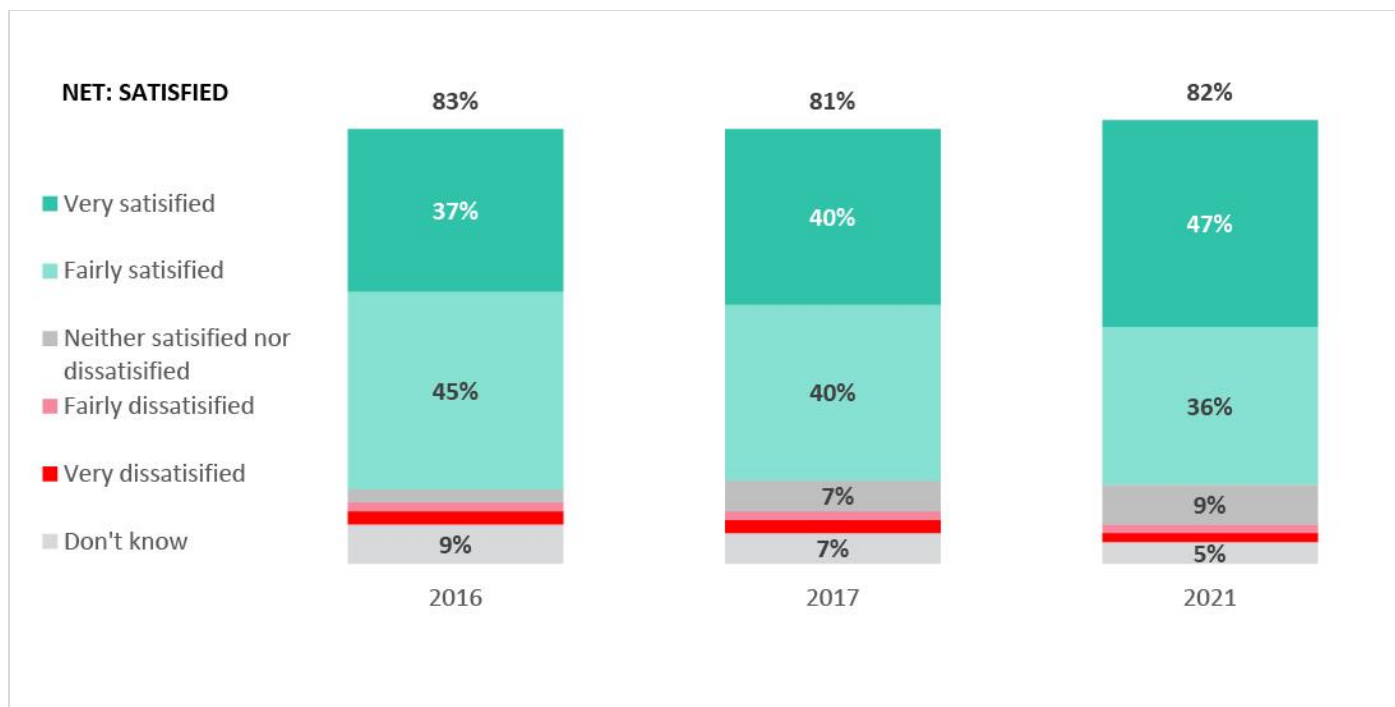
Base: Total including electors and non-electors (2021)

D13 Overall, how confident are you that the election results are accurate?

### Elections are conducted fairly and impartially

In 2021, perceptions of the conduct of the election as fair and impartial among participants (82%) was similar to previous years (81% in 2017 and 83% in 2016). Nearly half (47%) of all participants were 'very satisfied' that the Local Government elections were conducted fairly and impartially and more than one in three (36%) who stated they were 'fairly satisfied'.

Figure 5 - Satisfaction with elections being conducted fairly and impartially



Survey: Core Elector Survey

Base: Total including electors and non-electors 2016 (n=502); 2017 (n=500); 2021 (n=1,200)

A1 Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

Table 11 - Satisfaction with elections being conducted fairly and impartially: by subgroup

	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very satisfied	47%	35%	50%	52%	45%	48%	45%	33%
Fairly satisfied	36%	44%	32%	33%	37%	34%	36%	43%
Neither satisfied nor dissatisfied	9%	11%	9%	6%	8%	9%	12%	14%
Fairly dissatisfied	2%	3%	2%	1%	2%	2%	3%	1%
Very dissatisfied	2%	2%	2%	2%	2%	2%	2%	3%
Don't know/can't comment/not applicable	5%	5%	5%	4%	6%	4%	2%	6%
Net Satisfied	82%	79%	82%	86%	82%	83%	80%	76%
Net Dissatisfied	4%	5%	3%	4%	4%	4%	5%	4%
Base number n	1,200	278	480	442	538	661	228	124

Survey: Core Elector Survey

Base: Total including electors and non-electors (2021)

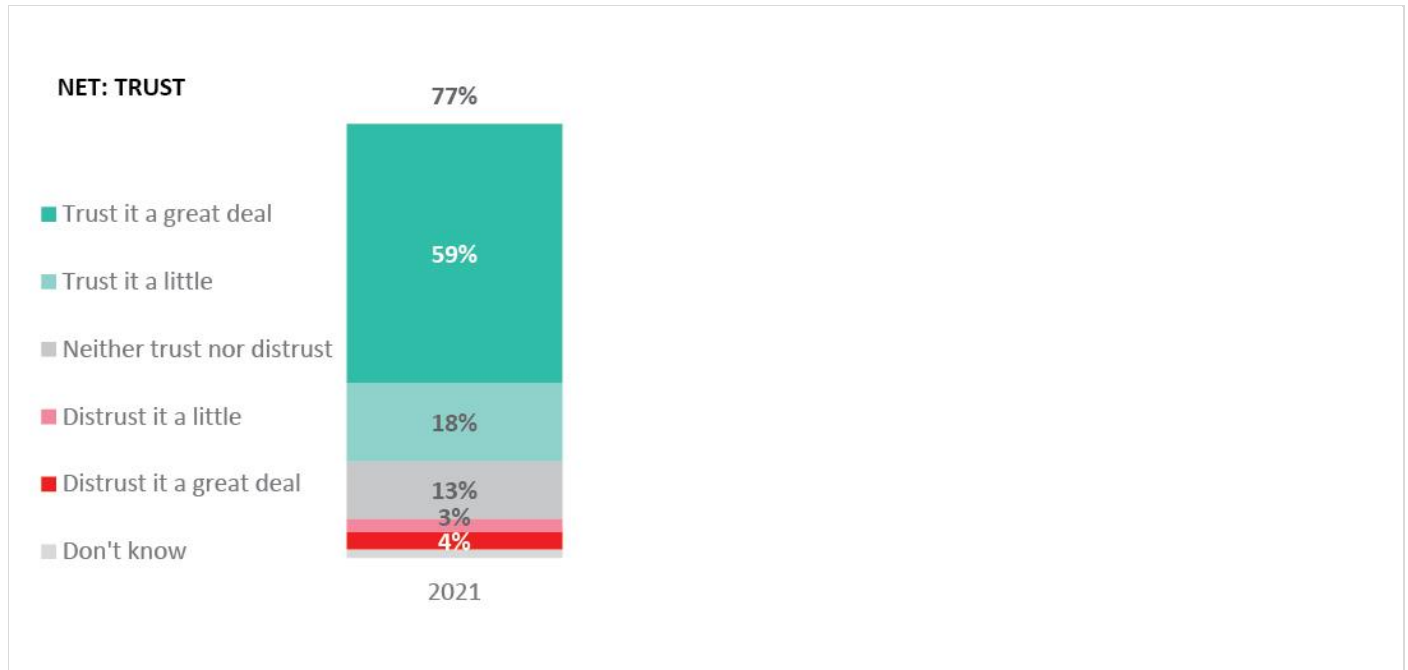
A1 Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

## Trust in voting process

Nearly four in five (77%) reported that they trust the voting process, with nearly three in five (59%) reported that they have a great deal of trust.

- There were no historical comparisons for this metric as it was introduced in 2021.

Figure 6 - Level of trust in voting process



Survey: Core Elector Survey

Base: Total including electors and non-electors (n=1,200)

A4 - To what extent do you trust or distrust the voting process?

Table 12 - Level of trust in voting process: by subgroup

	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Trust it a great deal	59%	53%	59%	65%	62%	57%	51%	44%
Trust it a little	18%	21%	18%	16%	18%	18%	21%	25%
Neither trust nor distrust it	13%	15%	15%	10%	10%	16%	16%	19%
Distrust it a little	3%	3%	3%	4%	3%	3%	3%	3%
Distrust it a great deal	4%	5%	4%	3%	5%	3%	4%	6%
Don't know	2%	4%	2%	1%	2%	2%	5%	3%
Net Trust	77%	73%	76%	81%	80%	75%	72%	69%
Net Don't Trust	7%	8%	7%	7%	8%	7%	7%	9%
Base number n	1,200	278	480	442	538	661	228	124

Survey: Core Elector Survey

Base: Total including electors and non-electors (2021)

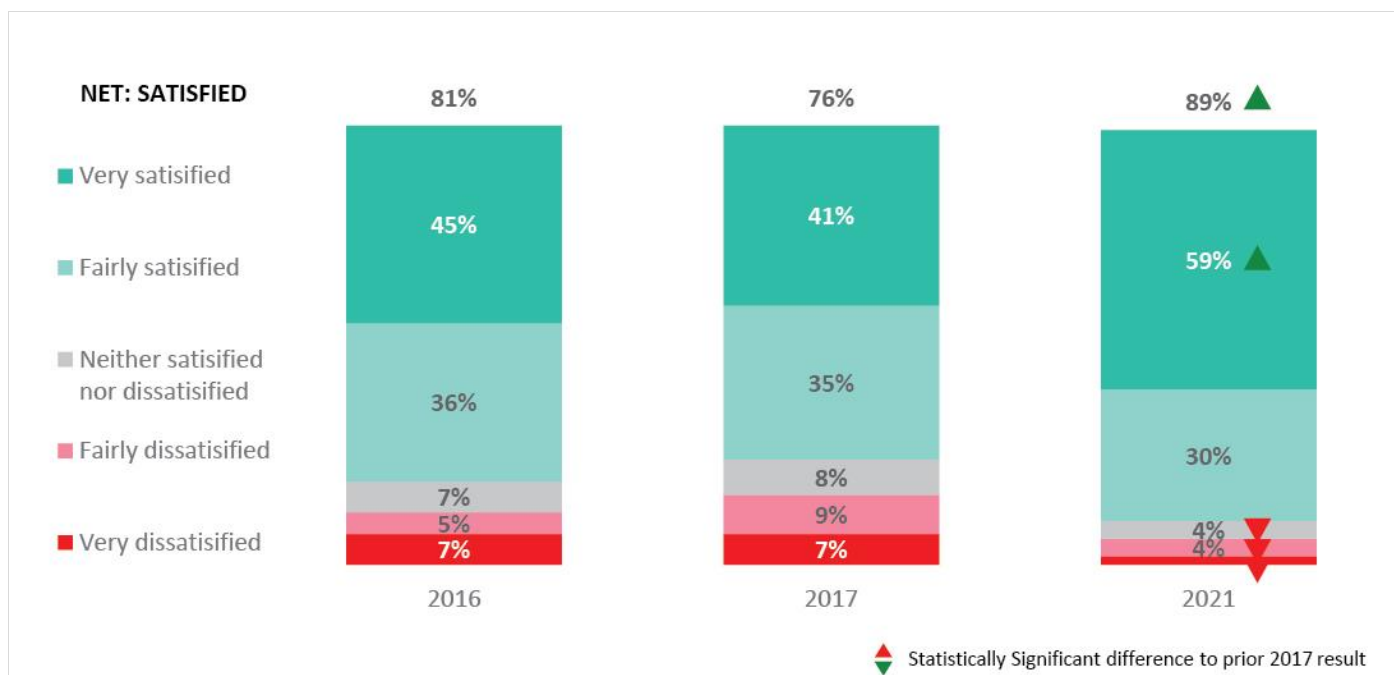
A4 - To what extent do you trust or distrust the voting process?

### Satisfaction with overall voting experience

In 2021, nearly nine in ten (89%) participants were satisfied with their voting experience, with nearly three in five (59%) very satisfied.

- The level of satisfaction was significantly higher than 2017 (76%) and 2016 (81%).
- There were also significantly fewer participants who were dissatisfied (4%), very dissatisfied (2%) or neutral (4%) compared to 2017 (9% dissatisfied, 7% very dissatisfied and 8% neutral). There were also significantly less participants who were very dissatisfied in 2021 vs 2016 (2% in 2021 vs 7% in 2016) or neutral (4% in 2021 vs 7% in 2016).

Figure 7 - Overall satisfaction with voting experience



Survey: Core Elector Survey

Base: All electors 2016 (n=466); 2017 (n=453); 2021 (n=1,118)

A2 Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

Table 13 - Overall satisfaction with voting experience: by subgroup

	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very satisfied	59%	52%	59%	64%	57%	61%	60%	51%
Fairly satisfied	30%	34%	30%	27%	33%	27%	25%	38%
Neither satisfied nor dissatisfied	4%	7%	5%	2%	4%	5%	6%	4%
Fairly dissatisfied	4%	6%	4%	3%	4%	5%	6%	1%
Very dissatisfied	2%	1%	1%	2%	2%	2%	2%	2%
Don't know/can't comment/not applicable	0%	0%	0%	1%	0%	0%	1%	3%
Net Satisfied	89%	86%	89%	91%	90%	88%	85%	89%
Net Dissatisfied	6%	8%	6%	5%	5%	7%	8%	4%
Base number n	1,118	242	455	421	494	623	210	113

Survey: Core Elector Survey

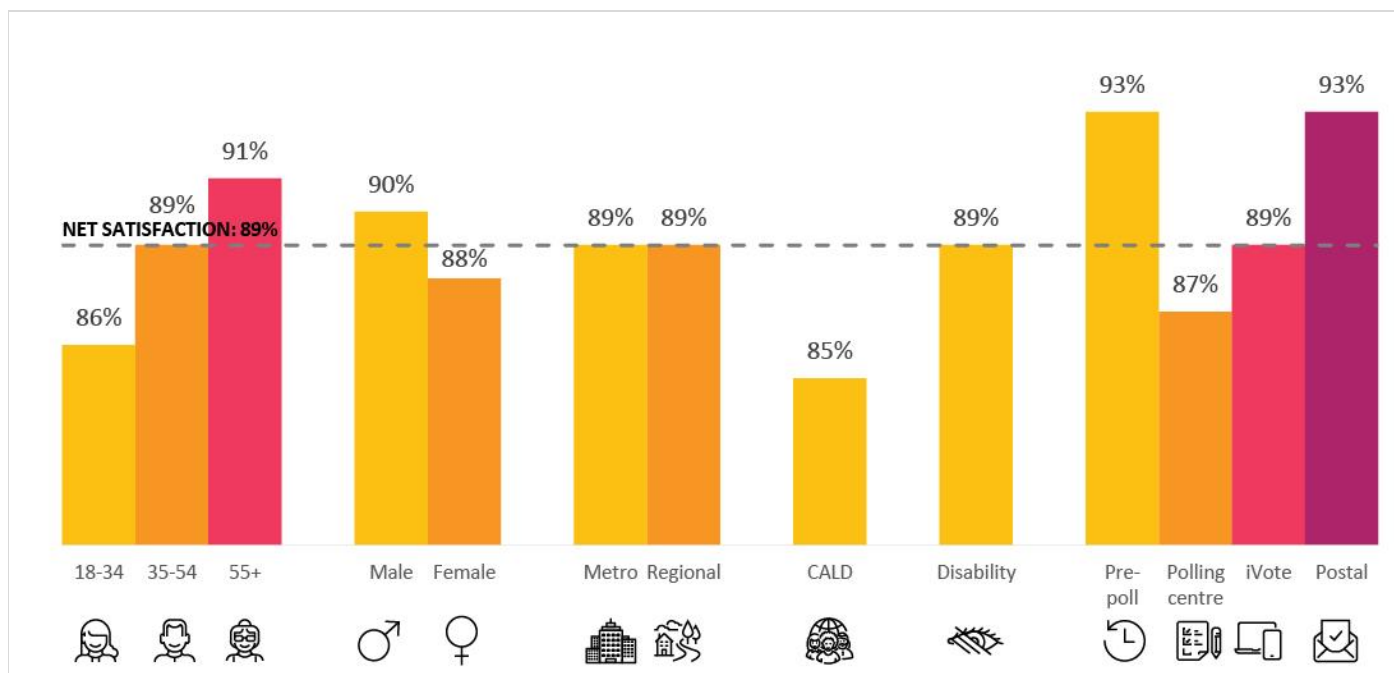
Base: All electors who voted (2021), excludes n=82 people who did not vote

A2 Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

As shown in Figure 8, satisfaction with voting experience was high across all sub-groups, with no significant differences.

- Satisfaction with voting experience varied marginally between modes of voting, yet there were no significant differences.

Figure 8 - Overall satisfaction with voting experience by subgroups



Survey: Core Elector Survey

Base: All electors Demo splits min (n=57 to n=770)

A2 Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

Table 14 - Overall satisfaction with voting experience: by subgroups

	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very satisfied	59%	52%	59%	64%	57%	61%	60%	51%
Fairly satisfied	30%	34%	30%	27%	33%	27%	25%	38%
Neither satisfied nor dissatisfied	4%	7%	5%	2%	4%	5%	6%	4%
Fairly dissatisfied	4%	6%	4%	3%	4%	5%	6%	1%
Very dissatisfied	2%	1%	1%	2%	2%	2%	2%	2%
Don't know/can't comment/not applicable	0%	0%	0%	1%	0%	0%	1%	3%
Net Satisfied	89%	86%	89%	91%	90%	88%	85%	89%
Net Dissatisfied	6%	8%	6%	5%	5%	7%	8%	4%
Base number n	1,118	242	455	421	494	623	210	113

Survey: Core Elector Survey



Base: Total electors (2021)

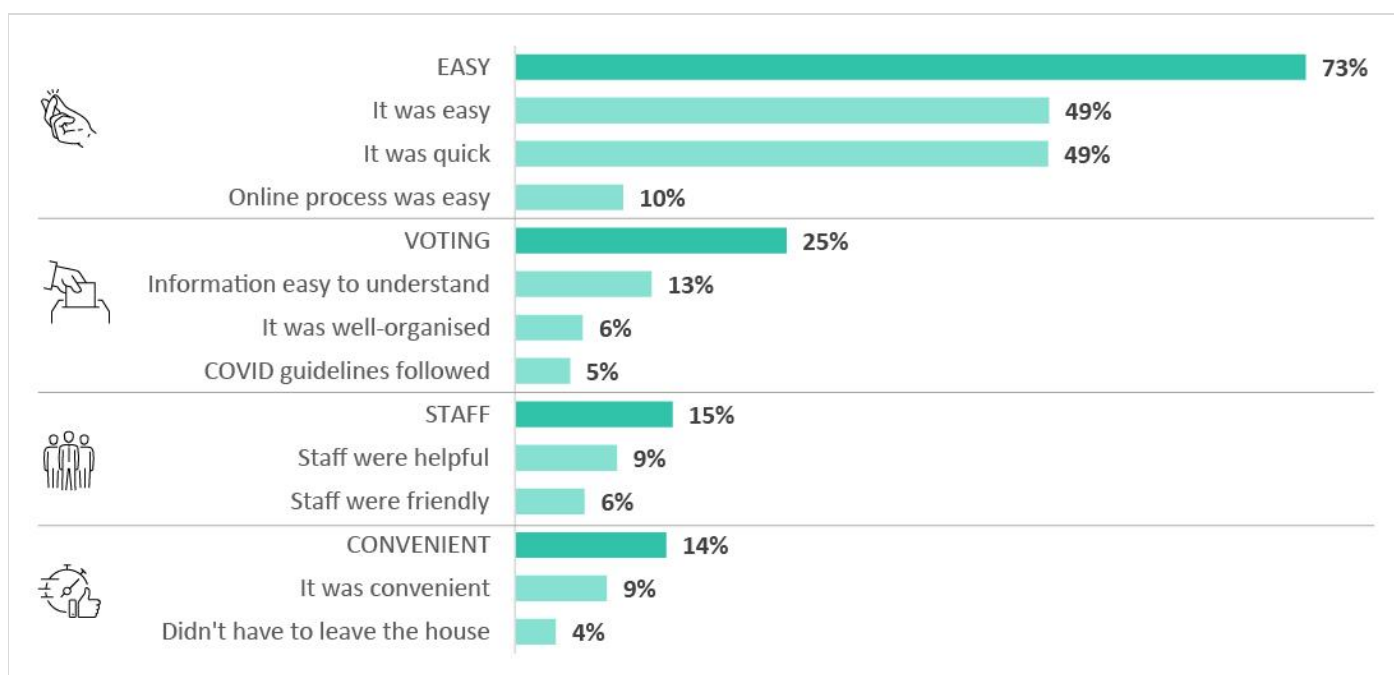
A2 Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

### Reasons for satisfaction or dissatisfaction

Among satisfied participants, a range of reasons for satisfaction were identified:

- Nearly half (49%) reported it was quick.
- Similarly, nearly half (49%) reported it was easy.
- Around one in seven (15%) participants identified staff as a reason for satisfaction, with nearly one in ten reporting they were helpful (9%) and 6% as friendly.
- One in eight (13%) satisfied participants reported that the information received/instructions were easy to understand.
- One in ten (9%) reported it was convenient.

Figure 9 - Reasons for satisfaction



Survey: Core Elector Survey

Base: Satisfied electors (n=997)

A3 And why were you [satisfied, neither, dissatisfied] Open-ended responses post-coded

Table 15 - Reasons for satisfaction: by subgroup

	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
<b>EASY</b>								
NET: EASY	73%	73%	74%	72%	70%	76%	76%	60%
It was easy	49%	49%	52%	48%	48%	51%	48%	40%
It was quick	49%	46%	49%	52%	46%	52%	52%	44%
Online process was easy (easy to complete/easy to login etc.)	10%	18%	11%	4%	9%	11%	10%	2%
<b>CON</b>								
NET: CONVENIENT	14%	18%	13%	12%	14%	14%	12%	18%
It was convenient	9%	11%	9%	7%	9%	8%	7%	7%

	Didn't have to leave the house	4%	7%	3%	2%	3%	5%	3%	9%
	Live close to the polling booth	3%	3%	4%	3%	4%	3%	3%	6%
STAFF	NET: STAFF	15%	12%	13%	17%	13%	16%	16%	19%
	Lots of staff present at the polling booth	2%	0%	2%	2%	2%	2%	2%	3%
	Staff were friendly	6%	5%	4%	9%	5%	7%	7%	6%
	Staff were helpful	9%	8%	9%	11%	9%	10%	12%	15%
VOTING	NET: VOTING	25%	26%	26%	24%	23%	27%	25%	16%
	Information received/instructions were easy to understand	13%	18%	12%	10%	12%	13%	14%	4%
	It was well-organised	6%	3%	6%	8%	5%	8%	5%	2%
	COVID guidelines followed (social distancing/masks/QR codes)	5%	3%	6%	5%	4%	6%	2%	6%
	Others at booth were pleasant/well-behaved	4%	3%	5%	4%	4%	4%	4%	5%
	Base number n	997	208	405	384	445	551	181	101

Survey: Core Elector Survey

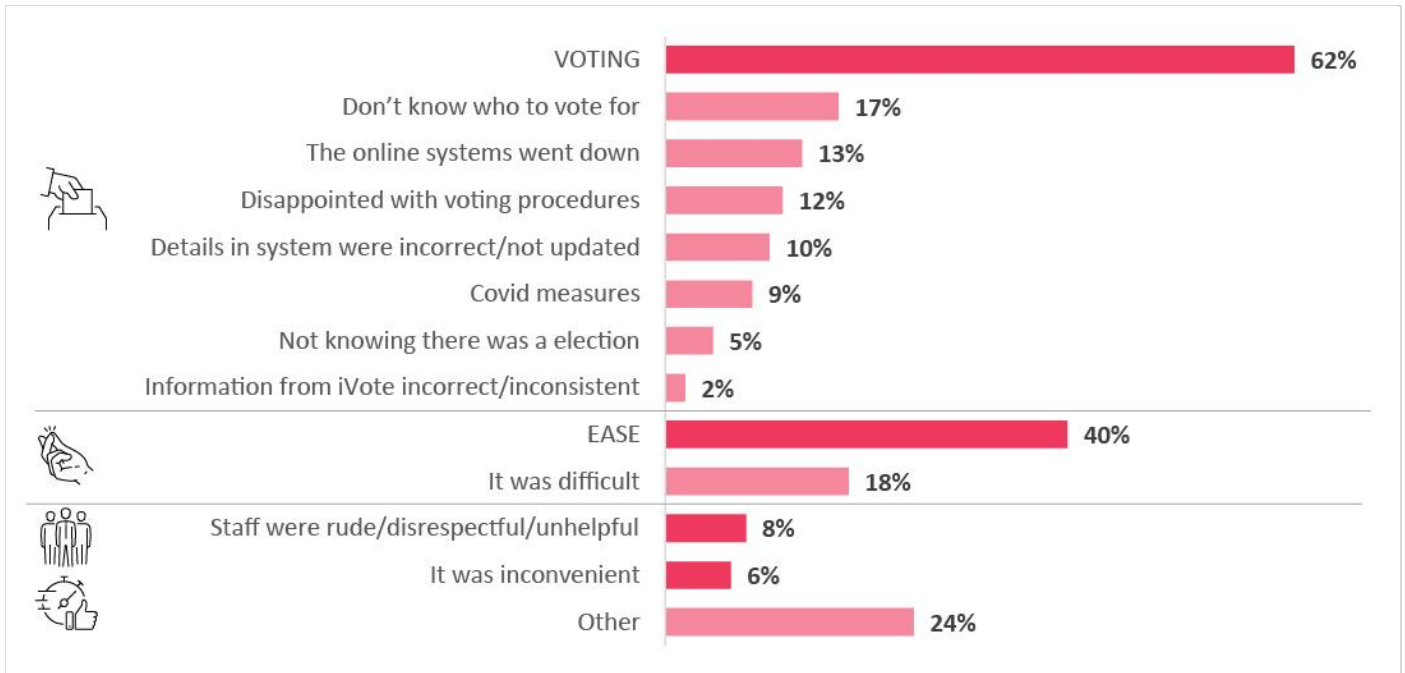
Base: Satisfied electors (2021)

A3 And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED

In comparison, participants who indicated that they were dissatisfied, mentioned the following reasons:

- Three in ten (30%) reported that the voting process took a long time.
- Nearly one in four (23%) reported issues related to the online system, with 13% that reported the system went down and 10% reported.
- One in five (21%) reported that information needs were not met, with 16% that did not know who to vote for and 5% that did not know there was a vote.
- One in ten (10%) identified staff as a reason for dissatisfaction, with 5% that reported they were helpful (9%) and 5% as rude.
- Around one in twenty (6%) reported that it was inconvenient.

Figure 10 - Reasons for dissatisfaction



Survey: Core Elector Survey

Base: Dissatisfied electors (n=66)

A3 And why were you [satisfied, neither, dissatisfied] Open-ended responses post-coded

Table 16 - Reasons for dissatisfaction: by subgroup

COLUMN %		AGE				GENDER		CALD	LIVING WITH DISABILITY
		TOTAL	18-34	35-54	55+	MALE	FEMALE	YES	YES
VOTING NEGATIVE	VOTING NEGATIVE	62%	61%	59%	66%	55%	67%	70%	41%
	Don't know who to vote for	17%	10%	20%	21%	17%	17%	4%	20%
	The online systems went down	13%	23%	8%	10%	13%	13%	28%	0%
	Disappointed with voting procedures	12%	5%	16%	13%	8%	15%	17%	0%
	Information from iVote system was incorrect/inconsistent	2%	6%	0%	0%	5%	0%	7%	0%
	Details in system were incorrect/not updated	10%	15%	7%	8%	0%	18%	7%	21%
	Not knowing there was a vote	5%	6%	5%	4%	8%	2%	0%	0%
	Covid measures	9%	5%	5%	15%	12%	6%	14%	0%
EASE NEGATIVE	EASE- NEGATIVE	40%	51%	44%	25%	43%	37%	39%	80%
	It took a long time	30%	45%	28%	16%	31%	28%	32%	54%
	It was difficult	18%	17%	20%	18%	22%	15%	7%	59%
STAFF NEGATIVE	Staff were rude/disrespectful + Staff were unhelpful	8%	5%	4%	14%	8%	8%	7%	0%
INCONVENIENT	It was inconvenient	6%	5%	5%	9%	3%	9%	7%	26%
Other		24%	28%	30%	16%	26%	23%	34%	0%
Base number n		66	18*	25*	23*	27*	39	16*	4*

Survey: Core Elector Survey

Base: Dissatisfied electors (2021)

A3 And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED

### 3.3 Voting Behaviours

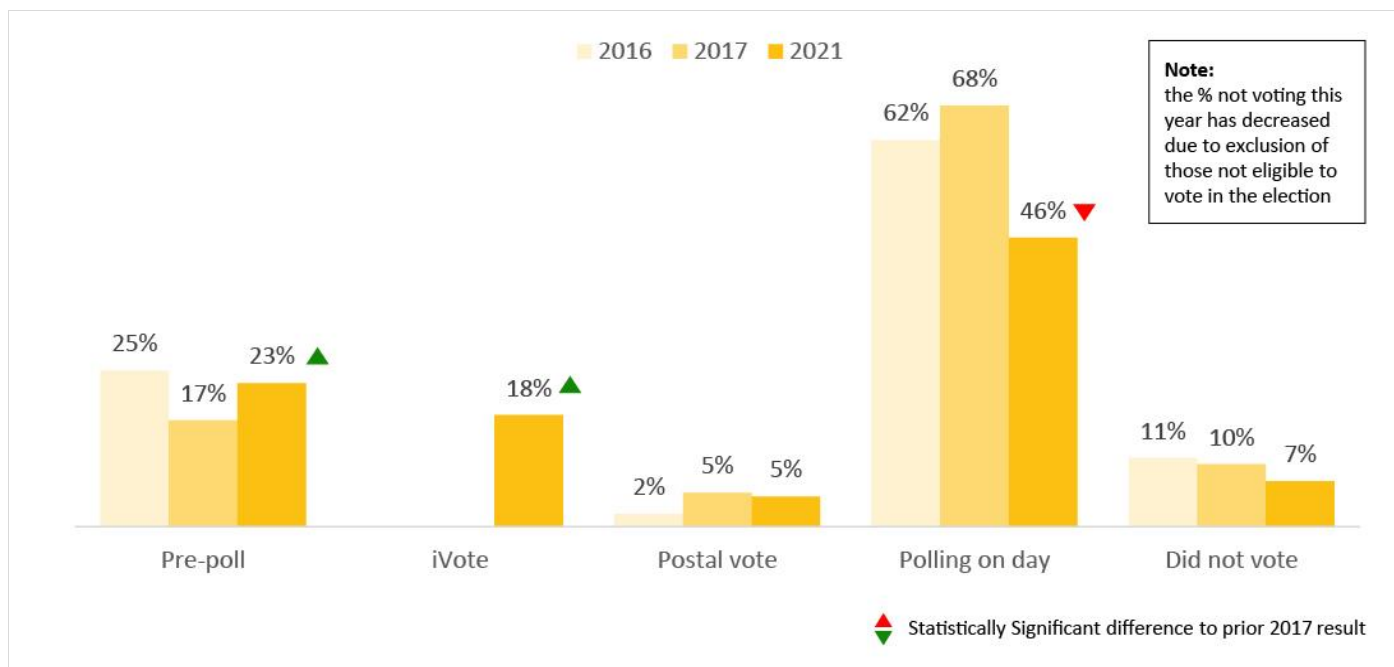
#### Overall voting behaviour

As shown in Figure 11, participants reported using a range of methods of voting in Local Government elections or Council elections that were held 4th December 2021.

Looking at the differences by subgroup in Table 17:

- Participants aged 55+ were significantly more likely to vote via Pre-poll (34%) and less likely to vote via iVote (11%).
- Participants that were aged 18-34 years were significantly more likely to vote via iVote (26%) and less likely to vote via pre poll (13%). They were also significantly more likely not to vote (13%) as seen previously.

Figure 11 - Method of voting



Survey: Core Elector Survey

Base: Total including voters and non-voters 2016 (n=502); 2017 (n=500); 2021 (n=1200)

S10 And thinking now of the Local Government elections or Council elections held 4th December 2021, did you vote – either on election day or earlier? S11 Which of the following best describes how you voted? Did you vote...?

Table 17 - Method of voting: by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Pre poll	23%	13%	20%	34%	23%	24%	18%	27%
Election day	46%	45%	52%	43%	45%	47%	48%	42%
iVote and telephone iVote	18%	26%	19%	11%	18%	18%	22%	13%
Postal vote	5%	3%	4%	6%	5%	5%	3%	8%
other	0%	0%	0%	0%	0%	0%	0%	1%
Base number n	1,200	278	480	442	538	661	228	124

Survey: Core Elector Survey

Base: Total including voters and non-voters 2016 (n=502), 2017 (n=500), 2021 (n=1200)

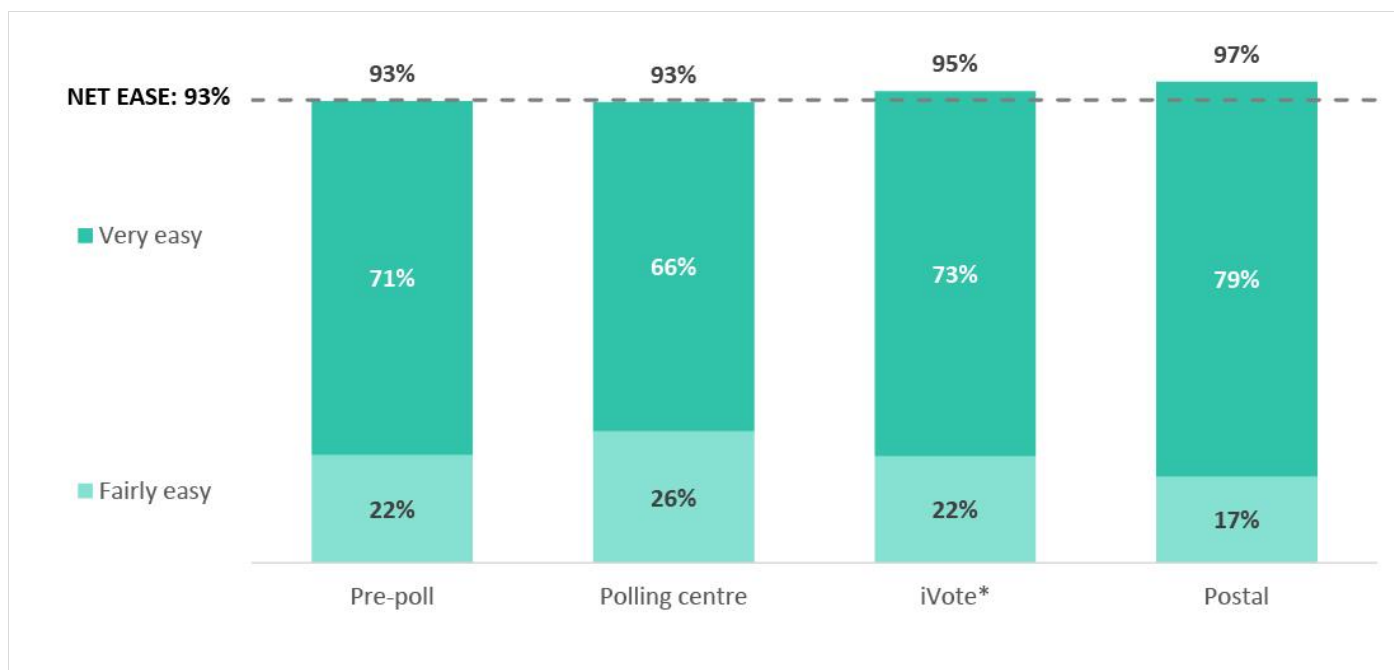
S10 And thinking now of the Local Government elections or Council elections held 4th December 2021, did you vote – either on election day or earlier? S11 Which of the following best describes how you voted? Did you vote...?

### Ease to vote

There were high levels of ease reported by participants across all voting methods. There were no significant differences between the method that the respondent used to vote.

Furthermore, ease of voting was found to be high among all subgroups, with no significant differences.

Figure 12 - Ease of voting



\*Note: Ease of voting by iVote asked with reference to the specific iVote channel

Survey: Core Elector Survey

Base: Pre-poll place (n=287); Polling place (n=562); iVote (n=209); Postal Vote (n=57)

A5 Overall, did you find it easy or difficult to vote in this election?

\*C2 - Overall, did you find it easy or difficult to vote using iVote?

Table 18 - Ease of voting - by voting method

COLUMN %	PRE POLL	ELECTION DAY	IVOTE + TELEPHONE IVOTE*	POSTAL VOTE
Very easy	71%	66%	73%	79%
Fairly easy	22%	26%	22%	17%
Neither easy nor difficult	1%	1%	2%	0%
Fairly difficult	4%	4%	2%	3%
Very difficult	1%	2%	0%	0%
Net Easy	93%	93%	95%	97%
Net Difficult	5%	6%	3%	3%
Base number n	287	562	209	57

Survey: Core Elector Survey

Base: Total electors (2021)

A5 Overall, did you find it easy or difficult to vote in this election?

\*C2 - Overall, did you find it easy or difficult to vote using iVote?

### In person voting experience

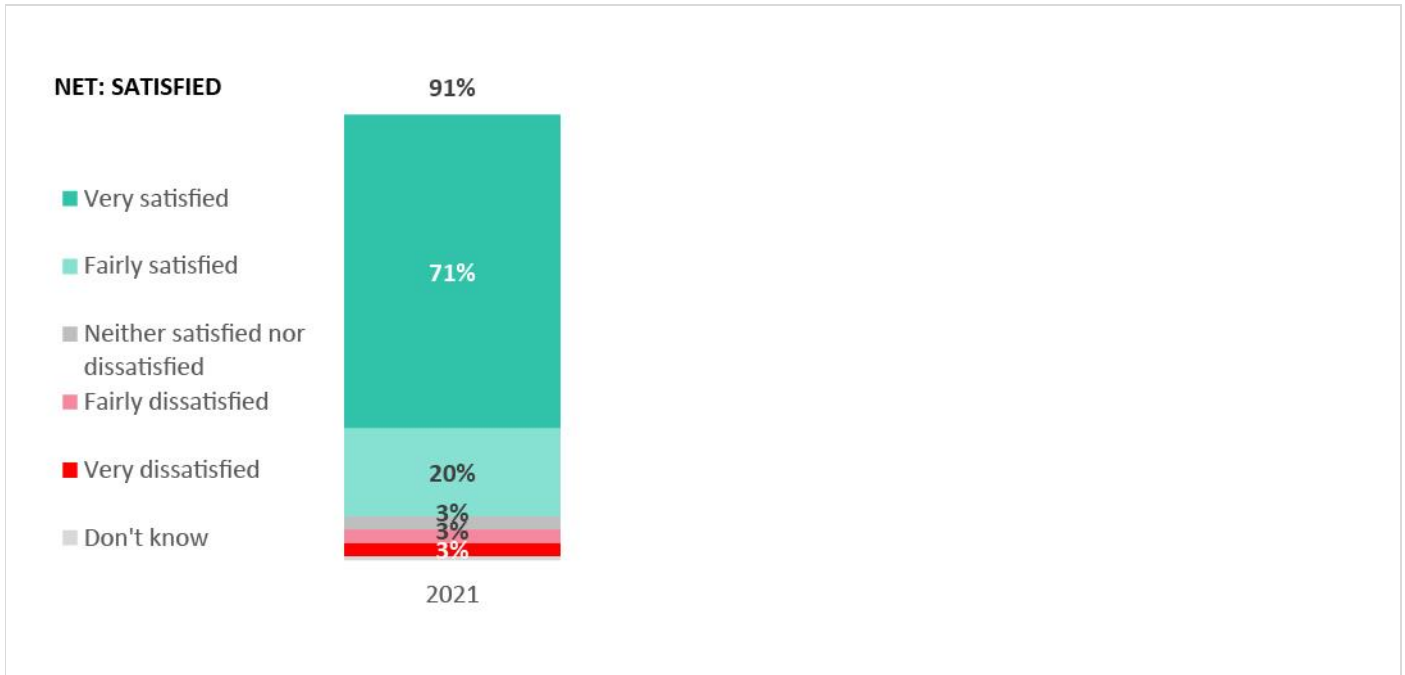
Less than half of all participants (46%) voted in person on the election day in 2021 (see figure 11).

- This was significantly lower than 2017 in which nearly seven in ten (68%) and 2016 in which three in five (62%) voted in person.

Of those participants who did vote at a polling place in 2021, nearly nine in ten (87%) were satisfied with their voting experience, with 56% who were very satisfied.

Prior to the election, there had been a COVID-19 outbreak in NSW and as a result COVID-19 safety measures were in place at all polling places. This included physical distancing measures, extra cleaning, use of QR codes and the option for electors to bring their own pen or use a single-use pen supplied to them. Of participants who voted at a polling place, the majority (91%) were satisfied with the COVID safety measures in place, with seven in ten (71%) very satisfied with the approach taken.

Figure 13 - Satisfaction with COVID safety measures



Survey: Core Elector Survey

Base: Total electors who voted in person (n=849)

B5 How satisfied or dissatisfied were you with the COVID safety measures in place at your polling place?

Table 19 - Satisfaction with COVID-19 safety measures- by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very satisfied	71%	65%	68%	76%	67%	74%	62%	67%
Fairly satisfied	20%	23%	22%	17%	24%	16%	24%	19%
Neither satisfied nor dissatisfied	3%	5%	4%	2%	3%	3%	5%	2%
Fairly dissatisfied	3%	4%	4%	1%	3%	2%	4%	5%
Very dissatisfied	3%	3%	2%	3%	2%	3%	5%	4%
Don't know/can't comment/not applicable	1%	0%	1%	1%	1%	1%	0%	1%
Net Satisfied	91%	88%	89%	93%	91%	90%	86%	87%
Net Dissatisfied	5%	7%	6%	4%	6%	5%	9%	10%
Base number n	849	162	343	344	375	473	151	86

Survey: Core Elector Survey

Base: Total electors who voted in person (2021)

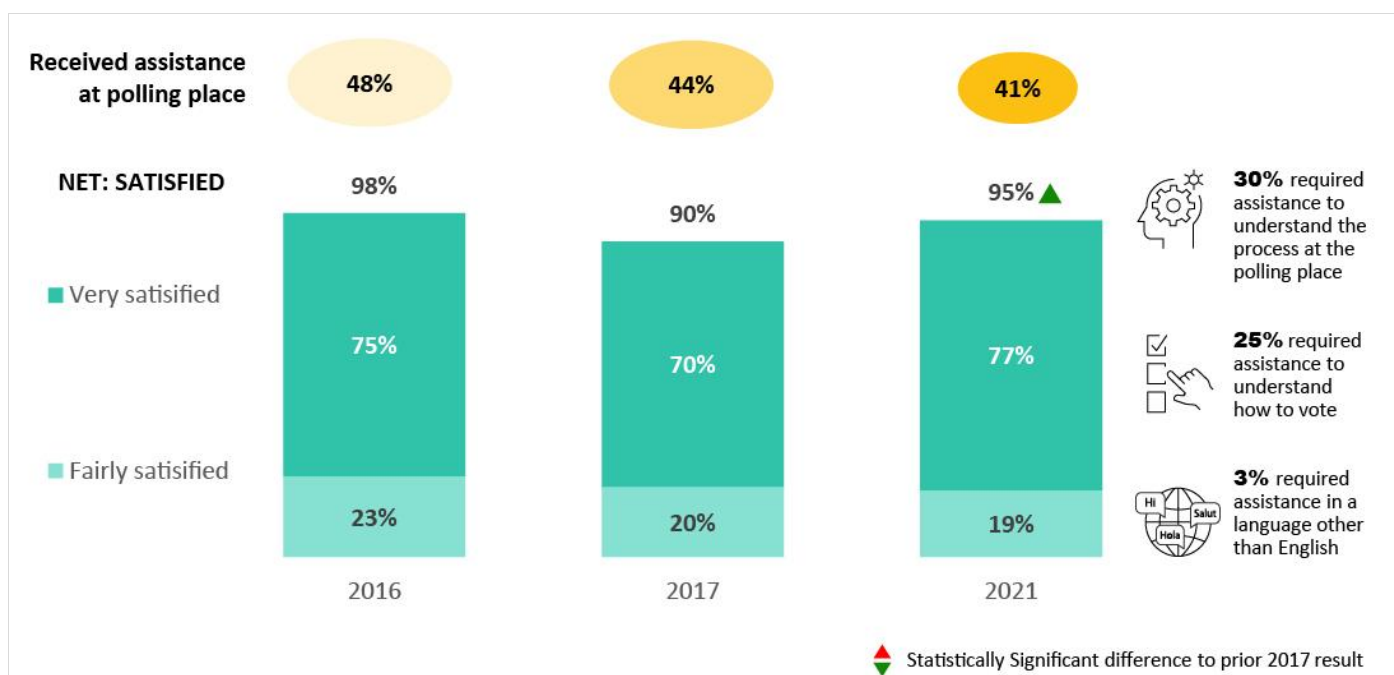
B5 How satisfied or dissatisfied were you with the COVID safety measures in place at your polling place?

The majority (95%) of participants who received assistance from staff while at the polling place reported that they were satisfied with the assistance received in 2021, including nearly four in five (77%) that were very satisfied.

- This was significantly higher than the level of satisfaction with assistance in 2017, returning to a similar level of satisfaction that was found in 2016 (98%).

Participants identified two main reasons that assistance was required: a need to understand the process at the polling place (30%) and to understand how to vote (25%). A small proportion (3%) required assistance in a language other than English.

Figure 14 - Received assistance at polling place



Survey: Core Elector Survey

Base: Electors who voted in person and received some assistance 2016 (n=208); 2017 (n=203); 2021 (n=346)

B8 Overall, were you satisfied or dissatisfied with this assistance?

Table 20 - Satisfaction with assistance received: by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very satisfied	77%	80%	77%	74%	75%	78%	79%	77%
Fairly satisfied	19%	14%	20%	22%	20%	17%	17%	19%
Neither satisfied nor dissatisfied	2%	4%	3%	0%	3%	2%	2%	4%
Fairly dissatisfied	1%	1%	0%	2%	1%	1%	2%	0%
Very dissatisfied	1%	0%	0%	2%	0%	1%	0%	0%



Don't know/can't comment/not applicable	1%	1%	0%	1%	1%	1%	0%	0%
Net Satisfied	95%	93%	97%	95%	95%	96%	96%	96%
Net Dissatisfied	2%	1%	0%	3%	1%	2%	2%	0%
Base number n	346	79	137	130	147	199	66	36

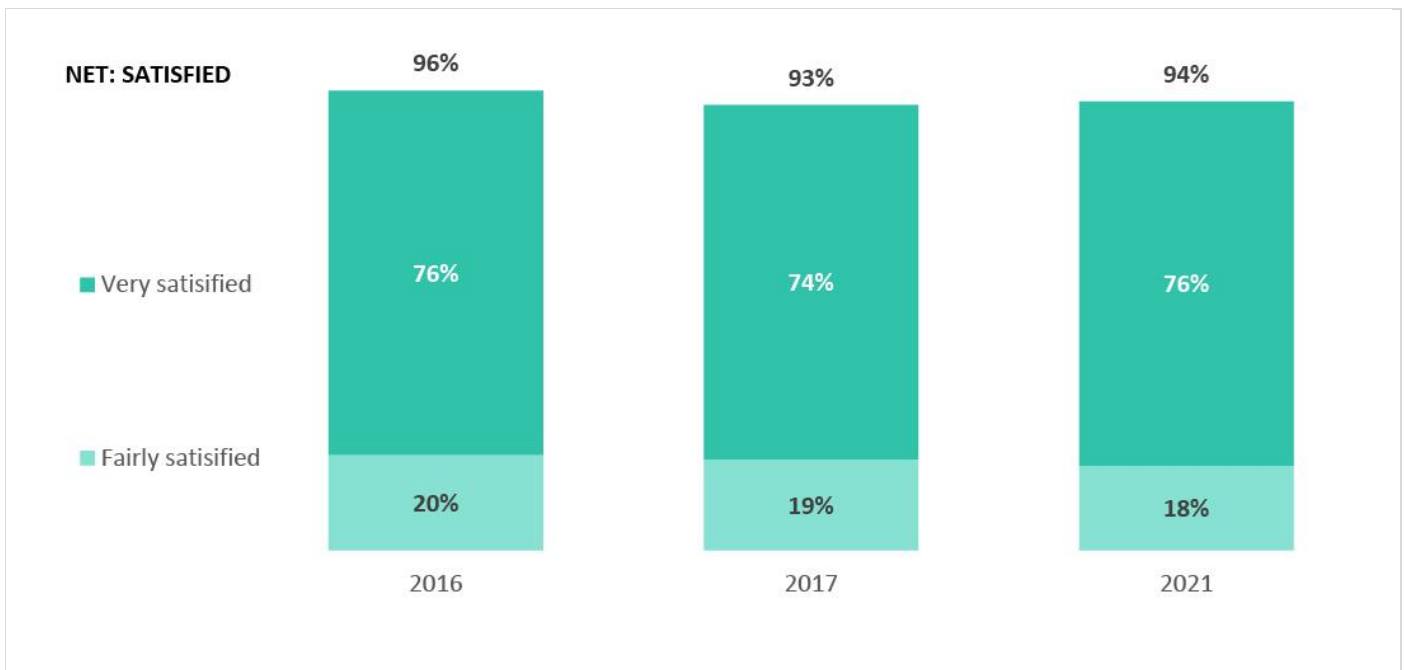
Survey: Core Elector Survey

Base: Electors who voted in person and received some assistance (2021)

B8 Overall, were you satisfied or dissatisfied with this assistance?

Overall, the majority of participants who voted at a polling place were satisfied with the time taken to vote, with three in four (76%) very satisfied. This was similar to the level of satisfaction with time to vote in 2017 (93%) and slightly less than 2016 (96%).

Figure 15 - Satisfaction with length of queue time



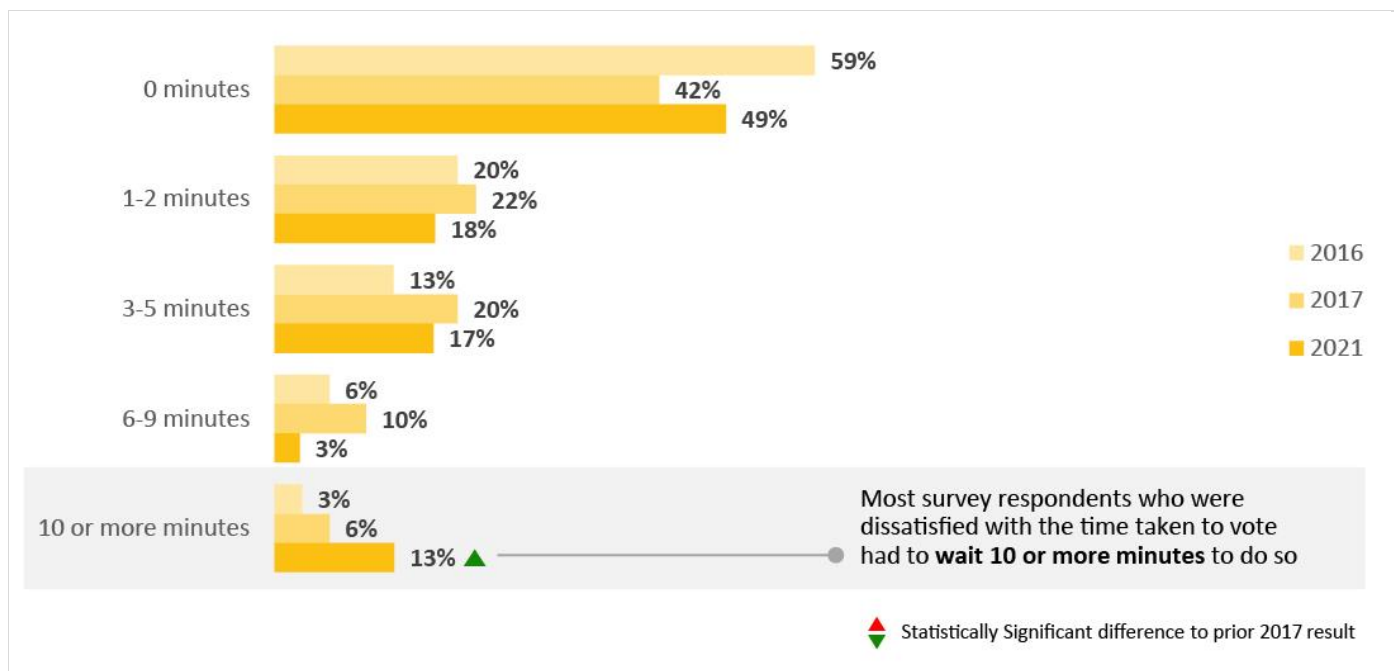
Survey: Core Elector Survey

Base: Electors who voted in person 2016 (n=433); 2017 (n=423); 2021 (n=849)

B2 - How satisfied or dissatisfied were you with the amount of time you spent at the polling place?

However, there was a significant increase in the number of participants who reported that they had to queue to vote for more than 10 minutes in 2021 (13%) compared to previous years (6% in 2017 and 3% in 2016). In 2021, 4% of participants reporting that they had to wait 10-14 minutes and 9% stated they had to wait 15 minutes or longer. Unsurprisingly, most survey participants who were dissatisfied with the time taken to vote had to wait 10 or more minutes to do so.

Figure 16 - Length of queue time



Survey: Core Elector Survey

Base: Electors who voted in person 2016 (n=433); 2017 (n=423); 2021 (n=849)

B3 To the best of your knowledge, how long did you have to queue before you voted? Note\* above 10 minutes was not captured in prior surveys in a detailed manner

Table 21 - Length of queue time: by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
I didn't have to wait	49%	43%	50%	51%	46%	51%	35%	59%
1-2 minutes	18%	15%	19%	18%	18%	17%	20%	14%
3-5 minutes	17%	17%	16%	18%	17%	17%	19%	9%
6-9 minutes	3%	3%	4%	2%	3%	2%	6%	4%
10-14 minutes	4%	6%	4%	4%	6%	3%	6%	5%
15-20 minutes	5%	8%	3%	4%	6%	4%	8%	5%
Over 20 minutes	4%	8%	3%	3%	3%	5%	6%	5%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%
Net Over 10 minutes	13%	22%	10%	11%	15%	12%	21%	14%
Base number n	849	162	343	344	375	473	151	86

Survey: Core Elector Survey

Base: Electors who voted in person (2021)

B3 To the best of your knowledge, how long did you have to queue before you voted? Note\* above 10 minutes was not captured in prior surveys in a detailed manner

### Pre-poll experience

The number of participants who voted prior to the election day significantly increased, with nearly one in four (23%) using pre-poll in 2021 compared to 2017 (17%) but similar level to 2016 (15%).

More than one third (34%) of all adults aged 55 years and over used pre-polling to vote.

- This age group was significantly more likely to use pre-poll, whereas younger adults aged 18-34 years (13%) were significantly less likely to use pre-poll.

Of those participants who voted using pre-poll, majority (93%) were satisfied and found the process to be easy (93%).

#### **iVote experience**

Nearly one in five (18%) of participants reported that they used iVote in 2021, with no historical comparisons as 2021 was the first time that iVote was available in a Local Government election. Of those participants who voted using iVote, the majority (94%) were satisfied and found the process to be easy (95%).

- There were differences in subgroups that used iVote, with younger participants aged 18-34 years (26%) significantly more likely to choose this voting method.
- In contrast, adults aged 55 years and over (11%) were significantly less likely to have used iVote.
- One in five participants who lived in metropolitan areas voted using iVote (20%), which was significantly higher than those located in regional NSW (21%).

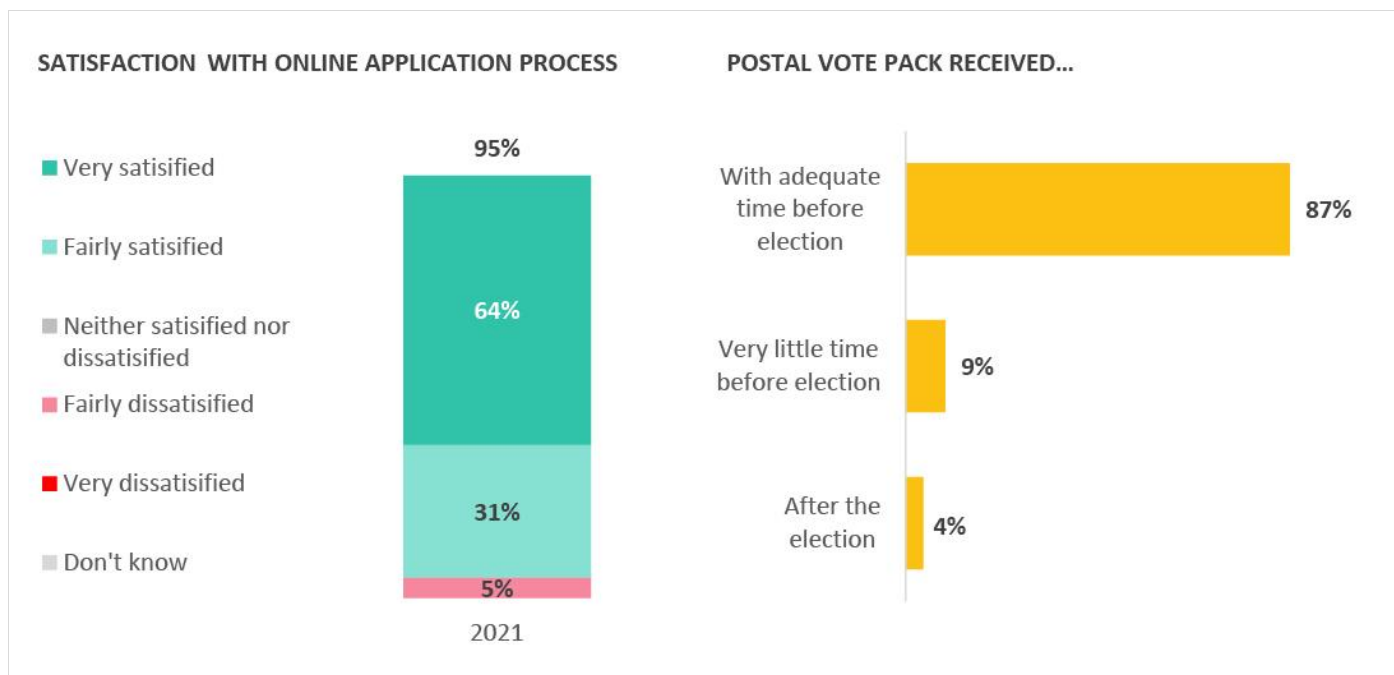
#### **Postal votes experience**

In 2021, one in twenty (5%) stated that they had voted using a postal vote. Of the participants who voted using a postal vote, all reported that they were satisfied with the process, including four in five (20%) that were very satisfied. Furthermore, majority (97%) of participants found it easy.

Electors can access the postal vote application form from a range of sources. Of the participants who voted using a postal vote, it was most common for participants to have accessed this via the online application process (42%). One in five (21%) participants reported that their postal forms were sent automatically, one in eight (16%) downloaded the application form from NSW Electoral Commission's website. A smaller proportion (8%) reported that they called the NSW Electoral Commission to access the application form.

The majority of participants who used the online application form for the postal vote were satisfied (95%). With more than four out of five (87%) receiving the postal vote pack with adequate time before the election.

Figure 17 - Postal vote online application process & turnaround time



Survey: Core Elector Survey

Base: Postal vote electors – low base (n=34)

C6 Were you satisfied or dissatisfied with the online application process? C7 Was your postal vote pack received ...

### 3.4 Communication

#### Awareness of election

As shown in Figure 18 - Source of finding out about Local Government elections, outdoor posters (21%), television (20%) and brochure/flyer (16%) were the top three channels through which participants reported they had found out about the election. Fewer participants reported that they found out about the election through social media (11%), newspaper (11%) or radio (7%).

Nearly one in two (48%) participants found out about the election through earned exposure (earned media is content others create about you, like social media posts- see figure 18 for the full list from this survey). This was followed by information from the party and/or candidate (42%). Fewer participants reported that they found out about the election through paid exposure (24%, this is media NSW Electoral Commission paid to be placed), owned exposure (8%, media owned by the NSW Electoral Commission) or other exposure (7%).

#### Total earned exposure

Approximately half (48%) of participants claimed they found out about the Local Government election via earned exposure. Earned media is content others create about you, like social media posts- see figure 18 for the full list from this survey.

#### Total party/candidate exposure

Over two in five (42%) of participants claimed they found out about the Local Government election via political party or candidate exposure.

- Younger participants aged 18-35 reported significantly lower political party or candidate exposure (33%), whereas participants aged 55 years and older were significantly more likely (48%).

### Total paid exposure

Nearly one in four (24%) participants reported that they found out about the Local Government elections via NSW Electoral Commission paid exposure. Paid exposure is media NSW Electoral Commission paid to be placed, see Figure 18 for a full list.

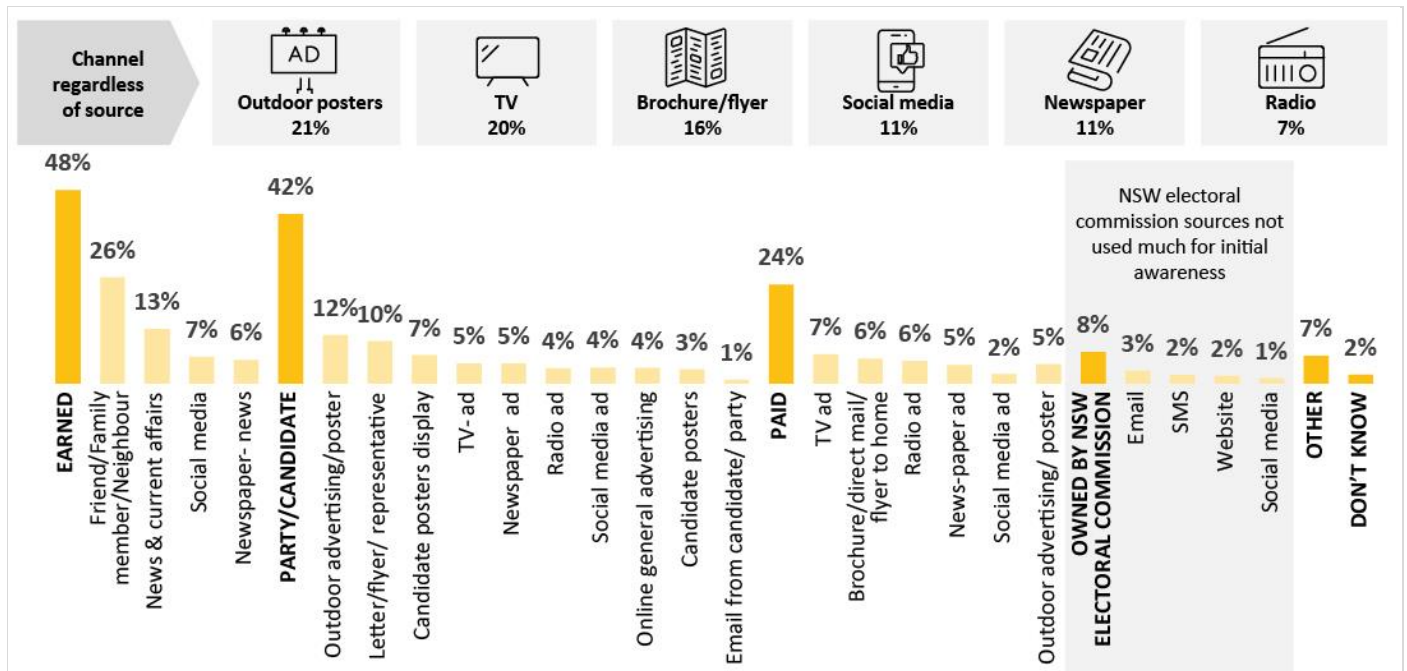
- Participants aged 55 years and older (35%) were significantly more likely to find out the election via paid exposure, whereas younger participants aged 18-35 reported significantly lower paid exposure.
- Participants that spoke a language other than English at home were significantly less likely to report that they found out about the Local Government election via NSW Electoral Commission paid exposure.

### Total owned exposure

NSW Electoral Commission sources were used less commonly for initial awareness among participants (8%).

- Participants from metropolitan areas (9%) were significantly more likely to claim that they found out about the Local Government elections via owned exposure compared to regional areas in NSW (3%).
- Participants who spoke a language other than English (14%) were significantly more likely to report owned exposure as a source of information.

Figure 18 - Source of finding out about Local Government elections



Survey: Core Elector Survey

Base: Total electors and non-electors (n=1200)

A8 How did you find out about the Local Government elections?

Table 22 - Source of knowledge regarding Local Government elections: by subgroup

COLUMN %		TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
			18-34	35-54	55+	MALE	FEMALE	YES	YES
EARNED	NET: EARNED	48%	53%	44%	47%	47%	48%	45%	45%
	Friend/Family member/Neighbour	26%	41%	23%	18%	25%	27%	31%	20%

	TV – news and current affairs content	13%	6%	13%	20%	15%	12%	9%	15%	
	Social media – other conversations and content	7%	7%	9%	5%	5%	8%	6%	7%	
	Newspaper – news and current affairs content	6%	2%	3%	11%	7%	5%	4%	6%	
PP/CANDIDATE	<i>NET: POLITICAL PARTY/CANDIDATE</i>	42%	33%	43%	48%	43%	41%	39%	43%	
	Outdoor advertising/poster-political party	12%	14%	12%	10%	12%	12%	14%	9%	
	Political party letter/flyer/representative	10%	8%	9%	14%	11%	10%	11%	15%	
	Candidate posters display	7%	5%	9%	6%	7%	7%	7%	5%	
	TV- political parties' ads	5%	2%	4%	8%	4%	6%	2%	7%	
	Newspaper – political parties' advertising	5%	1%	3%	9%	5%	5%	1%	6%	
	Radio – political parties' advertising	4%	1%	4%	5%	4%	3%	1%	2%	
	Social media – political parties' advertising	4%	2%	6%	4%	3%	5%	4%	1%	
	Online – general advertising	4%	3%	5%	3%	4%	4%	5%	3%	
	Candidate posters displayed in shop windows/around my local area	3%	4%	5%	1%	3%	4%	4%	3%	
	Email – from a candidate or party	1%	1%	1%	1%	1%	0%	1%	1%	
	<i>SUB NET: NSW Electoral Commission ad</i>	24%	15%	20%	35%	25%	24%	17%	27%	
	PAID NSW EC	TV – NSW Electoral Commission advertising	7%	2%	6%	13%	7%	8%	3%	11%
		Brochure/direct mail/flyer to home address sent by NSW Electoral Commission	6%	5%	5%	8%	5%	7%	5%	4%
		Radio – NSW Electoral Commission advertising	6%	2%	4%	9%	6%	5%	2%	7%
Newspaper – NSW Electoral Commission advertising		5%	0%	2%	10%	4%	5%	2%	4%	
Social media – NSW Electoral Commission advertising		2%	1%	3%	3%	2%	2%	3%	0%	
Outdoor advertising/poster-NSW Electoral Commission		5%	6%	4%	4%	5%	4%	6%	3%	
OWNED	<i>NET: OWNED</i>	8%	9%	9%	6%	9%	7%	14%	7%	
	Email – direct to me from NSW Electoral Commission	3%	3%	4%	2%	3%	3%	6%	3%	
	SMS – from NSW Electoral Commission	2%	3%	3%	0%	3%	2%	6%	3%	
	Online – NSW Electoral Commission website	2%	1%	2%	2%	2%	1%	3%	1%	
	Social media – content provided by the NSW Electoral Commission	1%	1%	1%	1%	1%	1%	1%	1%	
	Other (SPECIFY)	7%	5%	9%	6%	6%	8%	6%	5%	
Don't know	2%	3%	2%	2%	2%	2%	3%	5%		

Survey: Core Elector Survey

Base: Total electors and non-electors

A8 How did you find out about the Local Government elections?

### Sources of information on where to vote

Around one in three (37%) participants reported that they went to the same place as they voted in the last election.

- This was significantly higher among participants who voted on the day (48%), whereas this was significantly lower among participants (17%) who voted prior to the election.

Following repeated behaviour, websites was the second most commonly reported source of finding out where to vote among participants. Approximately one in six (16%) used a search engine to find out where to vote or visited the NSW Electoral Commission website (16%). A small proportion referred to their council website for more information (2%).

Fewer than one in five (18%) participants indicated that they used NSW Electoral Commission as a source to find out where to vote, with most (16%) using the website and a small proportion (1%) who called the NSW Electoral Commission election enquires line.

Word of mouth or crowd sourcing was another common source utilised by participants. One in seven (14%) participants reported that they asked a friend, family member or neighbour where to vote.

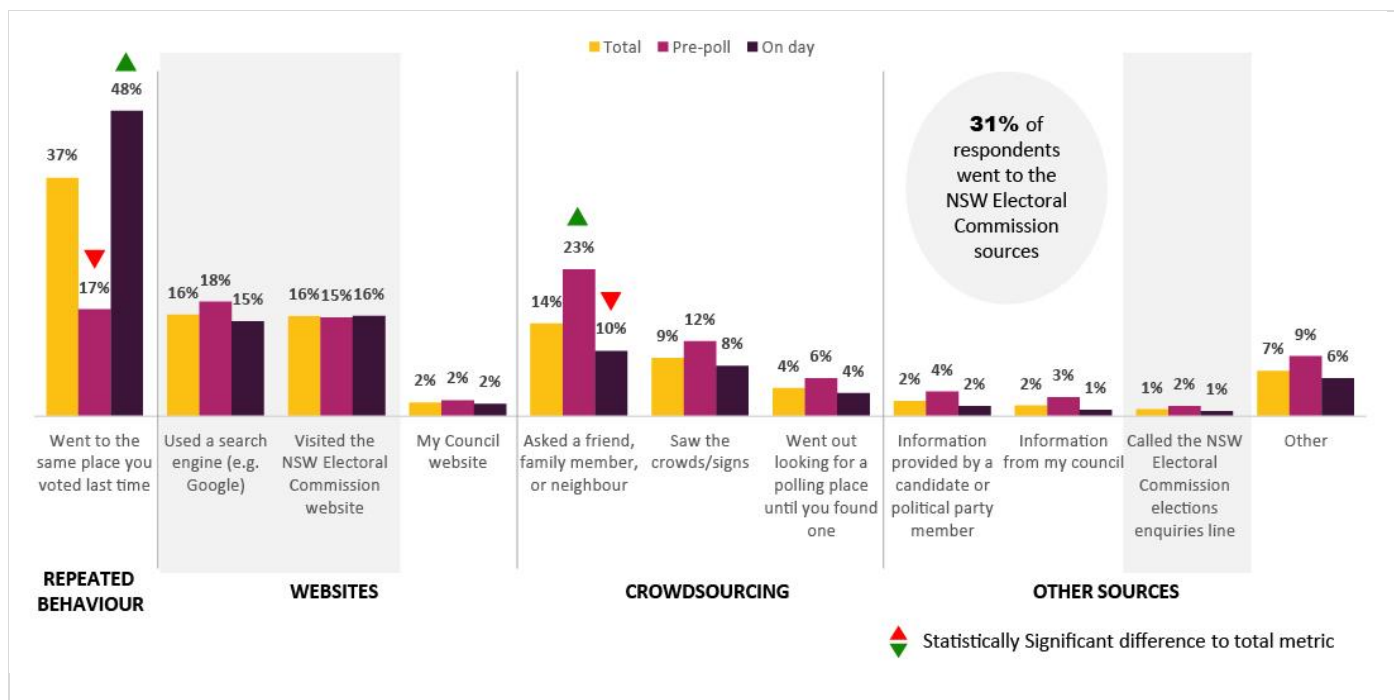
- Asking a friend, family member or neighbour was significantly higher among participants who voted pre-poll (23%) compared to those who voted on the day (10%).

Less than one in ten (9%) reported that they found out where to vote through seeing the crowds or signs. A small proportion of participants (4%) went out looking for a polling place until they found one.

Fewer participants reported that they found out where to vote by another source:

- Information provided by candidate or political party member (3%).
- Information from my council (2%).
- Other (7%).

Figure 19 – Source of finding out where to vote



Survey: Core Elector Survey

Base: Total Voters who voted in person on election day 2021 (n=849); pre-poll (n=287); polling on day (n=562)

A9 How did you find out where you could vote?

Table 23 - Source of knowledge regarding where to vote: by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Went to the same place you voted last time	37%	28%	37%	42%	40%	35%	35%	43%
Used a search engine (e.g. Google)	16%	21%	15%	13%	14%	18%	15%	14%
My Council website	2%	3%	2%	2%	2%	3%	3%	2%
Asked a friend, family member, or neighbour	14%	17%	12%	15%	13%	16%	11%	18%
Saw the crowds/signs	9%	9%	12%	7%	10%	8%	9%	5%
Visited the NSW Electoral Commission website (www.elections.nsw.gov.au)	16%	19%	15%	14%	17%	15%	22%	8%
Went out looking for a polling place until you found one	4%	3%	5%	4%	4%	5%	5%	4%
Information provided by a candidate or political party member	2%	2%	2%	3%	2%	3%	3%	2%
Called the NSW Electoral Commission election	1%	1%	1%	2%	2%	1%	1%	0%



enquiries line (1300 135 736)

Net Contacted NSW Electoral commission	31%	39%	30%	27%	31%	31%	36%	21%
Other	7%	5%	7%	8%	4%	10%	5%	7%
Base number n	849	162	343	344	375	473	151	86

Survey: Core Elector Survey

Base: Total Voters who voted in person on election day

A9 How did you find out where you could vote?

### Extent felt informed

As shown in Figure 20, the extent to which participants felt informed about the recent election varied according to the information need. More than four in five (85%) participants reported that they were informed on how to fill in a ballot paper, which was similar to 2017 (82%). Nearly three in four (73%) participants reported that they felt informed on finding information on where to vote on Election Day.

Nearly three in five (61%) participants reported that they were informed about early and alternative voting options.

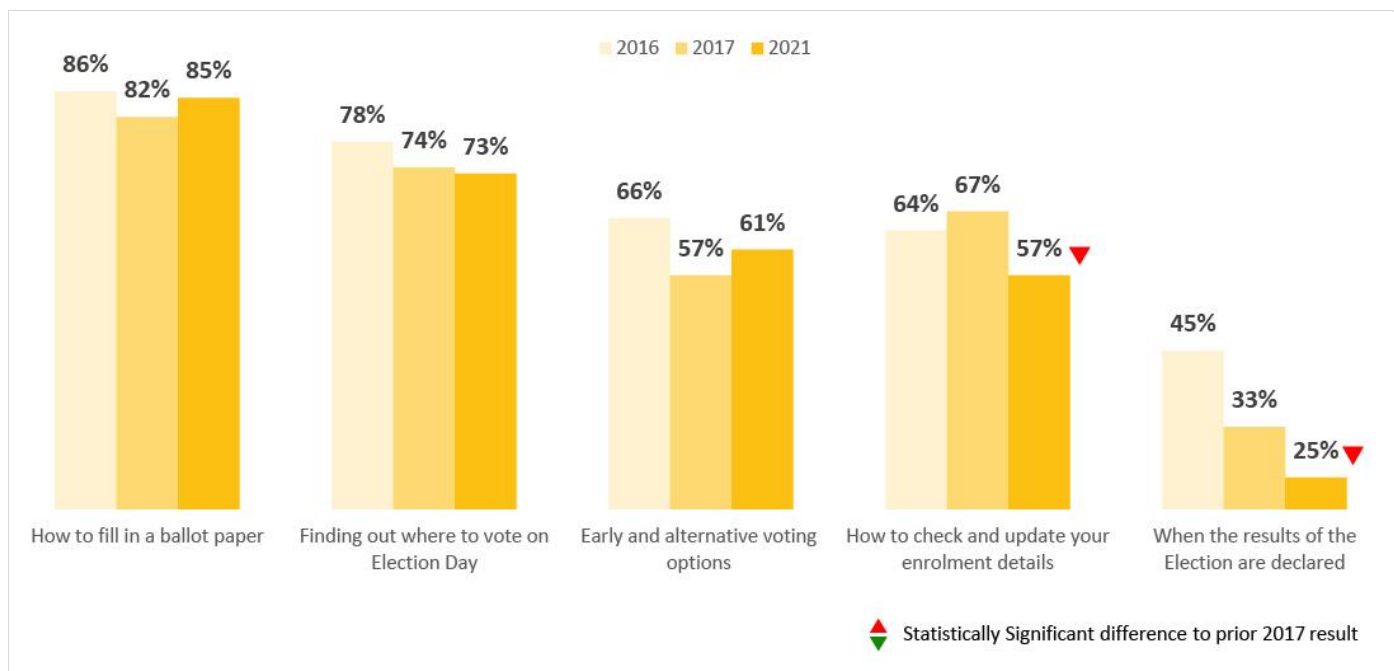
- Younger participants were less likely to feel informed about early and alternative voting options (48%), while older adults aged 55 years and over (69%) were significantly more likely to be informed.
- Participants who voted at a polling place were significantly less likely to feel informed about early and alternative voting options, whereas those who voted pre-poll (72%) or iVote (71%) were significantly more likely.
- Three in ten (30%) non-voter participants reported that they were informed about early and alternative voting options, which was significantly lower than other voting methods.

As shown in Figure 20, fewer participants reported that they were informed about how to check and update your enrolment details (57%).

- In 2021, the level of participants who reported that they felt informed on how to check and update their enrolment details was significantly lower than in 2017 (67%) and 2016 (64%).

One in four (25%) participants reported that they felt informed about when the results of the election would be declared. There has been a significant decrease in participants who felt informed about this over time. In 2021, this was significantly lower than in 2017 (33%) which had decreased from 45% in 2016.

Figure 20 - Net feeling informed amongst those who voted

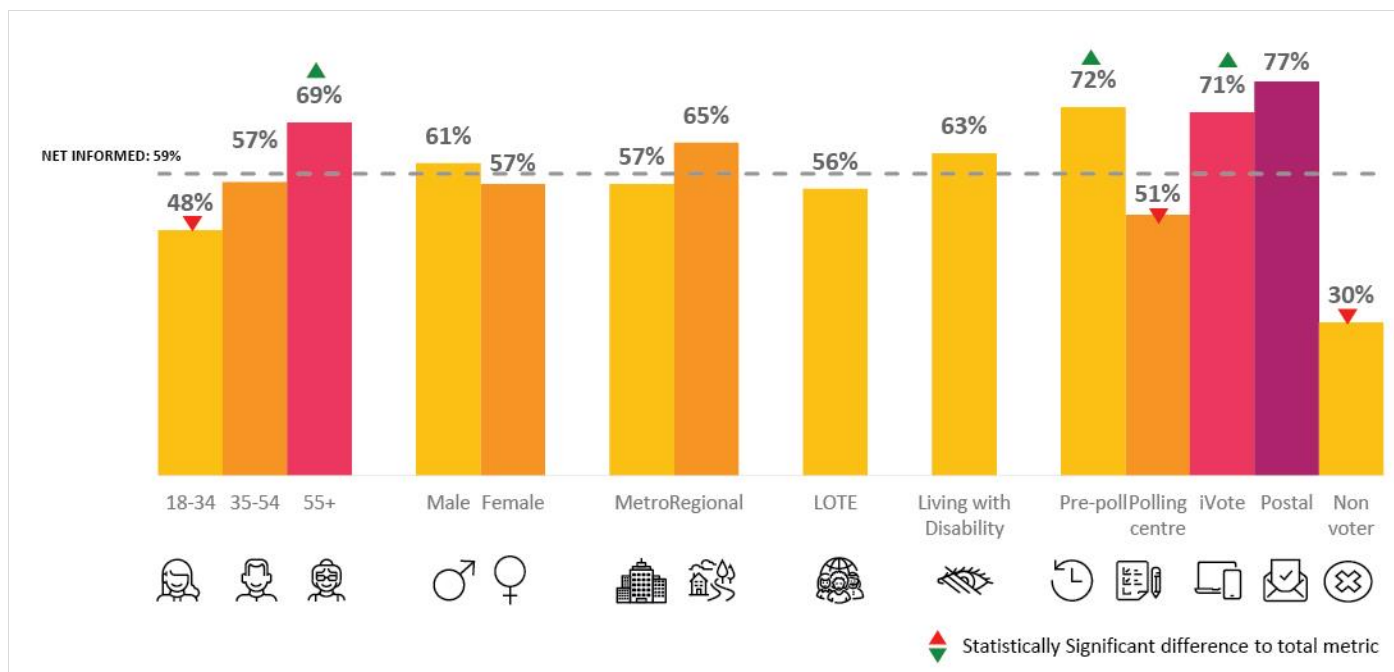


Survey – Core Elector Survey

Base: Those who voted 2016 (n=446); 2017 (n=453); rebased to be comparable to past years 2021 (n=1,118) except where to vote on election day: People who voted in person on election day 2016 (n=433); 2017 (n=423); 2021 (n=849)

D1 - How informed or uninformed did you feel about each of the following before (going to vote in the Council Elections/most recent Council Election)?

Figure 21 - Feeling informed about early and alternative voting options: by subgroups



Survey – Core Elector Survey

Base – Total including Voters and Non-voters 2021 (n=1,200); Demo splits (min n=57 to n=827)

D1 - How informed or uninformed did you feel about each of the following before (going to vote in the Council Elections/most recent Council Election)? Early and alternative voting options...

Table 24 - Extent to which voters felt informed (Top Two Boxes): by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
How to fill in a ballot paper	83%	78%	84%	86%	85%	82%	82%	86%
How to check and update your enrolment details	56%	55%	59%	53%	57%	54%	60%	52%
Early and alternative voting options (that is, other than voting in person at a polling place on...	59%	48%	57%	69%	61%	57%	56%	63%
Finding out where to vote on Election Day	73%	72%	70%	77%	77%	69%	70%	64%
When the results of the Election are declared	24%	23%	22%	27%	24%	25%	23%	25%
Base number n	849	162	343	344	375	473	151	86

Survey – Core Elector Survey 2021

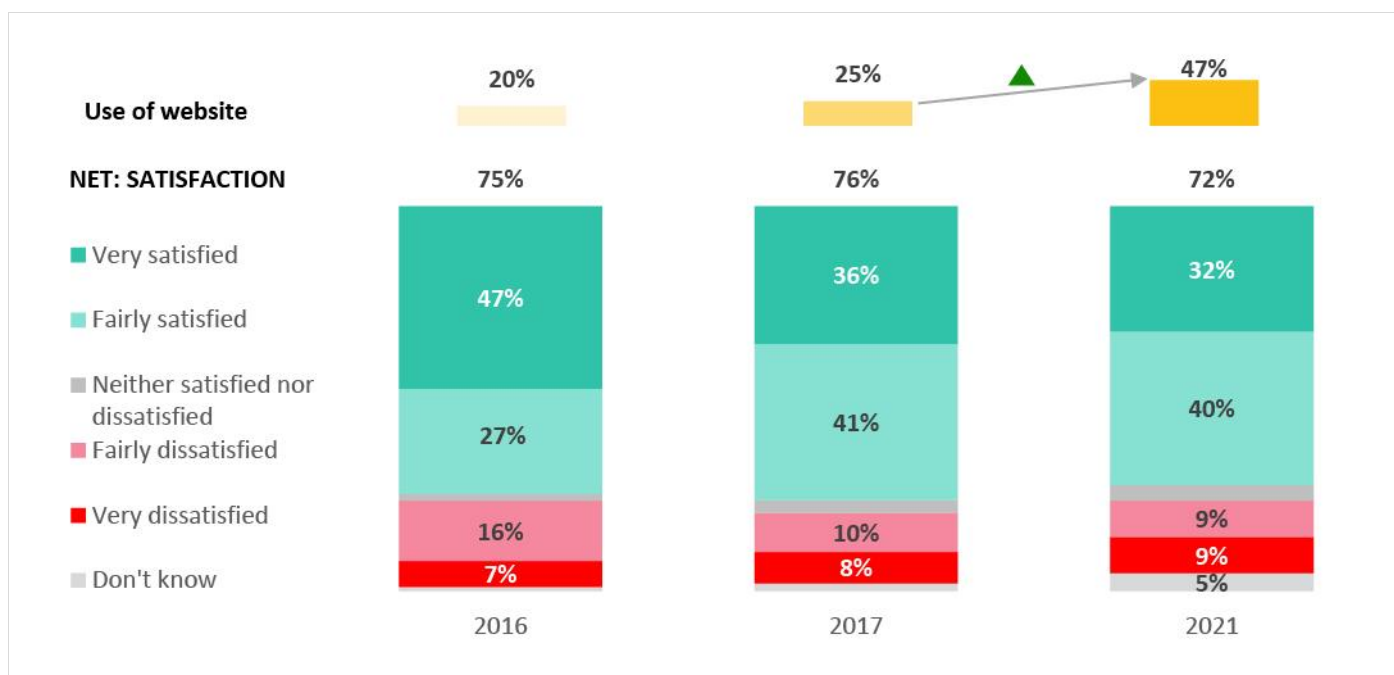
Base – Total voters who voted in person on election day

D1 - How informed or uninformed did you feel about each of the following before (going to vote in the Council Elections/most recent Council Election)?

### NSW Electoral Commission website

The use of the NSW Electoral Commission website increased significantly from 2017 and 2016, with nearly half of survey participants accessing it (47% in 2021 vs 25% in 2017 vs 20% in 2016). But despite the increase in usage of the website, satisfaction has decreased to 72% from 76% in 2017 and 75% in 2016. There has been a decrease in those who rated the website as very satisfied, from 47% in 2016, 36% in 2017 to 32% in 2021 (significant decrease 2016 to 2021).

Figure 22 - Overall usage and Satisfaction with NSW Electoral Commission Website



Survey – Core Elector Survey

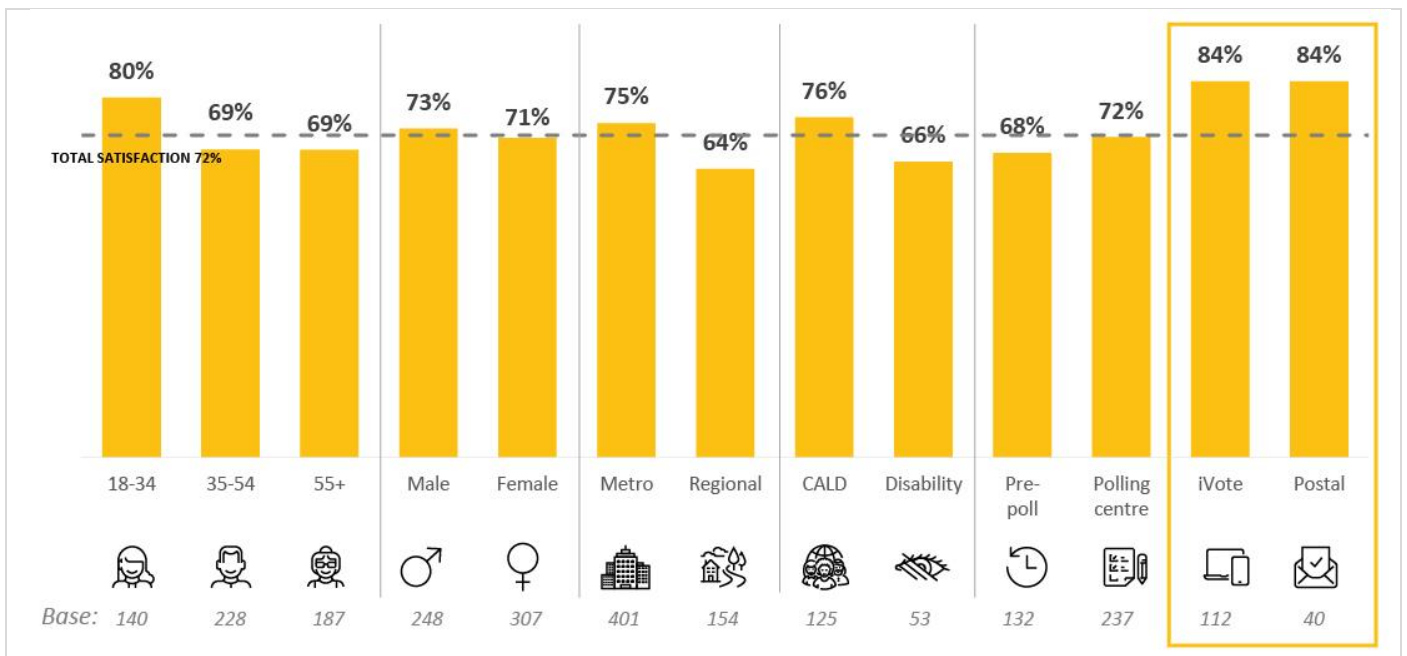
Base: Total 2016 (n=502); 2017 (n=500); 2021 (n=1,200). Those who used website 2016 (n=99); 2017 (n=124); 2021 (n= 555)

D11 - If you visited the NSW Electoral Commission website to get information about the recent elections, were you satisfied or dissatisfied with the website?

Five hundred and fifty-five participants reported that they had visited the NSW Electoral Commission website to get information about the recent election. Of these participants, one in three (72%) reported that they were satisfied with the website.

- Participants who voted via iVote (84%) or postal vote (84%) were more likely to be satisfied with the NSW Electoral Commission website compared to participants who voted prepoll (68%) or on election day (72%).

Figure 23 - Overall Satisfaction with NSW Electoral Commission Website: by Subgroups



Survey – Core Elector Survey

Base – Used website (n=555)

D11 - If you visited the NSW Electoral Commission website to get information about the recent elections, were you satisfied or dissatisfied with the website?

Table 25 - Overall satisfaction with NSW Electoral Commission website: by subgroups

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Very satisfied	32%	37%	31%	30%	33%	32%	46%	16%
Fairly satisfied	40%	43%	38%	39%	41%	39%	30%	51%

Neither satisfied nor dissatisfied	4%	5%	4%	3%	5%	3%	5%	6%
Fairly dissatisfied	9%	5%	11%	11%	9%	10%	7%	11%
Very dissatisfied	9%	6%	12%	10%	9%	10%	8%	11%
Don't know/can't comment/not applicable	5%	3%	3%	7%	3%	6%	4%	7%
Net Satisfied	72%	80%	69%	69%	73%	71%	76%	66%
Net Dissatisfied	19%	11%	24%	21%	18%	19%	15%	21%
Base number n	555	140	228	187	248	307	125	53

Survey – Core Elector Survey

Base – Used Website

D11 - If you visited the NSW Electoral Commission website to get information about the recent elections, were you satisfied or dissatisfied with the website?

### Future information needs

One in two (50%) participants stated that they did not have any additional information needs.

Given one in two (50%) participants stated that they had needed additional information needs, there is an opportunity to address information needs in future elections. Of note, one in six (16%) participants stated that they would like to receive more information about candidates or parties.

Participants identified a range of future information needs in relation to voting method:

- Around one in ten (9%) would like information on iVote – this was significantly higher in participants from metropolitan areas (10%).
- Around one in twenty (6%) would like information about voting early.
- A smaller proportion (3%) would like information about postal voting.

Future information needs related to voting on election day were also reported by participants:

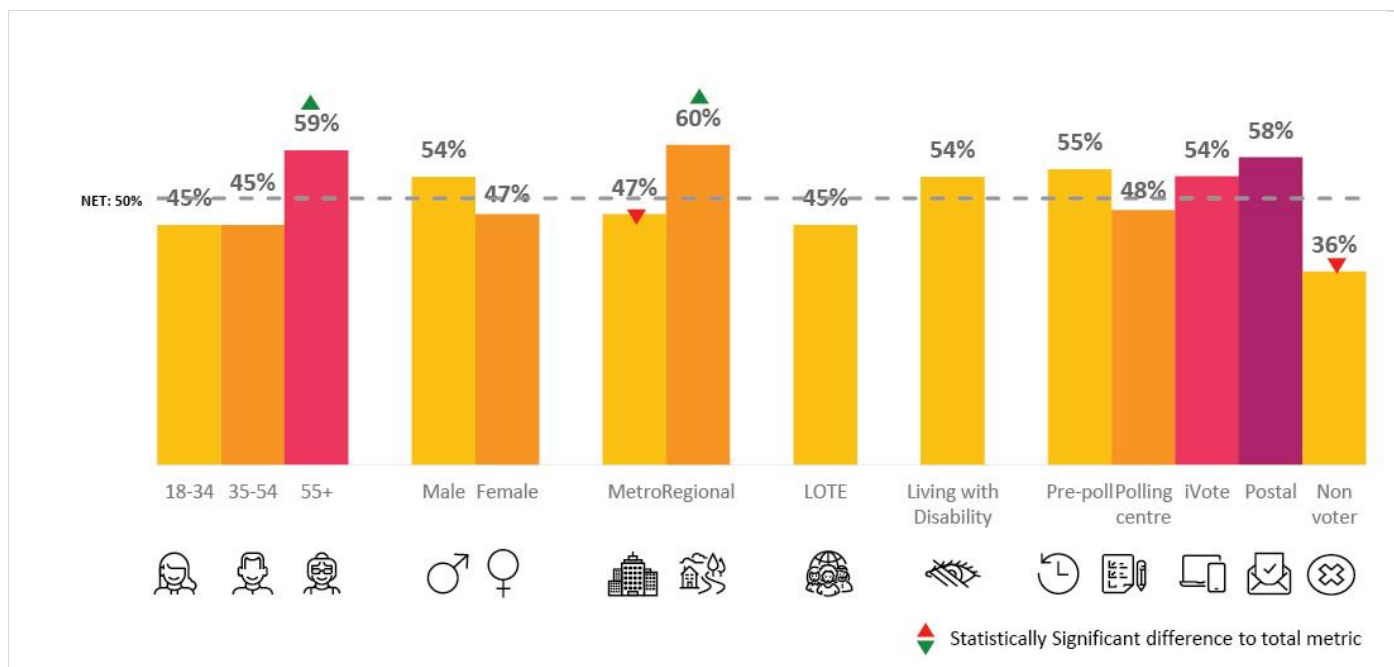
- Around one in fourteen (7%) participants stated that they would like information about where to vote on election day.
- A smaller proportion (3%) would like information about polling place opening hours/closing times.

Additional future information needs identified by participants related information about the process of voting:

- In the future, around one in twenty (4%) participants would like information about how to enrol to vote or update enrolment details.
- A smaller proportion (3%) would like future information about filling out ballot papers correctly.

A further one in seven (14%) reported other future information needs.

Figure 24 - No additional information needed by sub-group

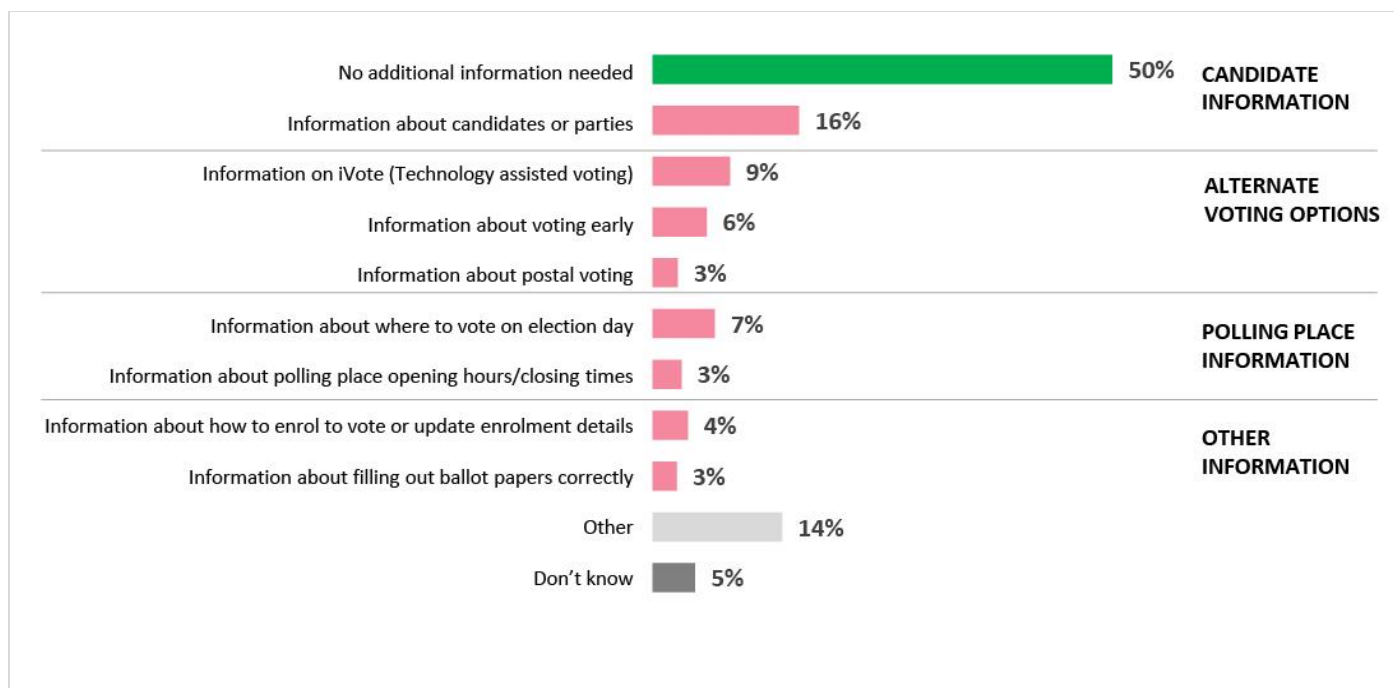


Survey – Core Elector Survey

Base – Total voters and non-voters (n=1,200)

D2 - What additional information, if any, would you have liked to receive?

Figure 25 - Information Required – Total Results



Survey – Core Elector Survey

Base – Total voters and non-voters (n=1,200)

D2 - What additional information, if any, would you have liked to receive?

Table 26 - Information required: by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
No additional information needed	50%	45%	45%	59%	54%	47%	45%	54%
Information about candidates or parties	16%	14%	17%	17%	14%	19%	14%	21%
Information on iVote (Technology assisted voting)	9%	10%	11%	6%	8%	9%	10%	4%
Information about where to vote on election day	7%	9%	7%	5%	6%	8%	11%	7%
Information about voting early	6%	8%	7%	4%	6%	6%	9%	3%
Information about how to enrol to vote or update enrolment details	4%	7%	4%	2%	4%	4%	6%	1%
Information about postal voting	3%	4%	3%	2%	3%	3%	5%	0%
Information about polling place opening hours/closing times	3%	5%	3%	2%	3%	3%	7%	4%
Information about filling out ballot papers correctly	3%	2%	3%	3%	3%	3%	3%	1%
Information on assistance for people with disabilities and their carers	1%	1%	1%	0%	0%	1%	1%	1%
Information in languages other than English	1%	0%	1%	1%	1%	1%	1%	0%
Other	14%	16%	18%	10%	13%	16%	20%	10%
Don't know	5%	7%	3%	5%	5%	5%	7%	6%
Net Additional information	34%	36%	38%	29%	30%	37%	35%	34%
Base number n	1,200	278	480	442	538	661	228	124

Survey – Core Elector Survey

Base – Total voters and non-voters

D2 - What additional information, if any, would you have liked to receive?

### 3.5 Encouraging Future Participation

#### Importance of voting elements

According to participants, a range of voting elements were important to deliver a satisfactory voting service. Figure 26 depicts participants reported importance of voting elements (on Y axis) and reported level of satisfaction in 2021 (along X axis). This allows us to identify key areas to prioritise for future and areas to focus on maintaining performance.

Given the COVID-19 outbreaks in NSW at the time of the elections, it is unsurprising that nearly nine in ten (88%) participants reported that it was the COVID-19 safety measures in place that were important to deliver a satisfactory voting service, with seven in ten (71%) who indicated it was extremely important. Although nine in ten (91%)

participants were satisfied with the COVID-19 safety measures in place, the level of satisfaction was lower than other voting and elements and therefore this was identified as an area to prioritise in future.

Voting elements that related to in-person voting experience were commonly reported as areas to focus on maintaining performance due to the high importance and high performance reported by participants in 2021. Aside from COVID-19 safety measures, the other in-person voting elements that were reported to have high rates of satisfaction and importance relative to other voting elements are:

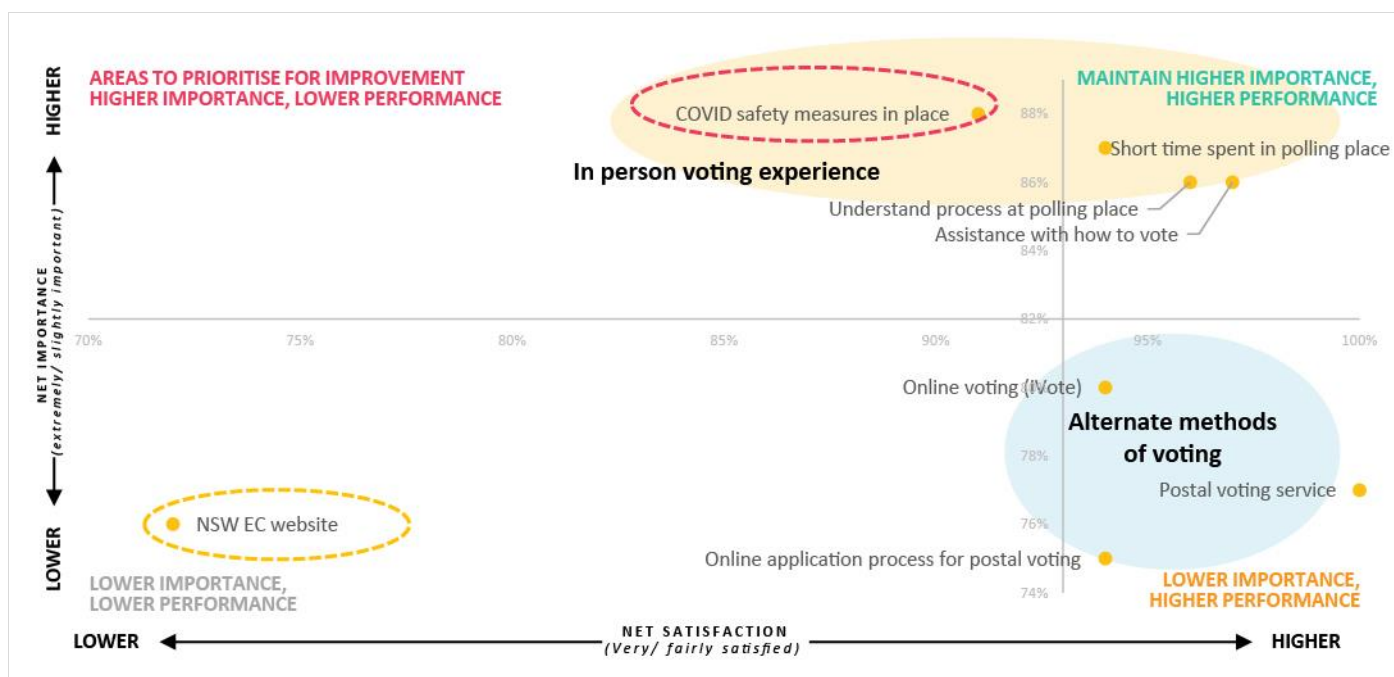
- Understand process at polling place was reported to be important among participants (87%), with majority satisfied in 2021 (94%).
- Participants reported assistance with how to vote was important (86%) and there were high levels of satisfaction (97%).
- Short time spent in polling place was also reported to be important among participants (86%), with majority satisfied in 2021 (96%).

Voting elements that were related to alternate methods of voting tended to have lower derived importance than other elements, yet similar levels of satisfaction:

- Online voting (iVote) was reported to be important among four in five (80%) participants, with majority satisfied in 2021 (94%).
- Postal voting service was reported to be important among participants (77%), with all participants who used this voting method (100%) satisfied.
- Online application process for postal voting was reported to be important among three in four (75%) participants and there were high levels of satisfaction (94%).

The NSW Electoral Commission website was the voting element with lowest derived importance (76%) and lowest satisfaction (72%) as identified by participants. As a result, this was not identified as a priority area for future elections.

Figure 26 - Importance in providing a satisfactory voting service x satisfaction



Survey – Core Elector Survey

Base – Total voters and non-voters 2021 (n=1,200)



### Future participation among electors and non-electors

Participants indicated that they were interested in a number of prompted ideas that related to future elections, with a range of subgroup differences identified.

Three in four participants reported that they would be interested in information on online voting (75%), with nearly one in two (49%) that were extremely interested.

- Participants who were aged 18-34 years (84%) and 35-54 years (81%) were significantly more likely to report interest in information on online voting (80%). In comparison, participants aged 55 years and older (64%) were significantly less interested.
- Participants living in metropolitan areas (78%) were significantly more likely to report interest in this proposed idea, whereas those living in regional NSW were significantly less interested (68%).
- Participants who spoke a language other than English (84%) were significantly more likely to be interested in information on online voting.
- People living with disability (63%) had significantly lower levels of interest in this proposed idea.
- Participants who voted via iVote (86%) reported significantly higher levels of interest in information on online voting.
- In contrast, participants who voted used a pre-polling method (69%) and postal voting method (60%) were significantly less interested.

Text reminders to vote on election day was favoured by electors, with more than one in two (53%) extremely interested and one in five (21%) slightly interested.

- Participants who were aged 18-34 years (87%) and 35-54 years (79%) were significantly more likely to report interest (80%) compared to those aged 55 years and older (61%).
- Participants living in metropolitan areas (77%) were significantly more likely to report interest than those living in regional NSW (68%).
- Participants who spoke a language other than English (83%) were significantly more likely to be interested in text reminders.
- People living with disability (65%) had significantly lower levels of interest in this.
- Nearly four in five (78%) participants who voted at a polling place reported they would be interested, which was significantly higher.
- In contrast, participants who voted used a pre-polling method were significantly less interested (61%).

Other prompted ideas related to increasing electronic capability at polling places on election day. Approximately seven in ten (72%) participants were interested in having their name marked off the roll electronically at the polling place.

- Although nearly seven in ten (69%) participants who voted at a polling place on election day reported they were interested, this level of interest was significantly lower than other participants.
- Participants who voted via iVote (83%) reported significantly higher levels of interest in having their name marked off the roll electronically at the polling place compared to other participants.
- Participants living in metropolitan areas (75%) were significantly more likely to report interest in this proposed idea, whereas those living in regional NSW were significantly less interested (65%).

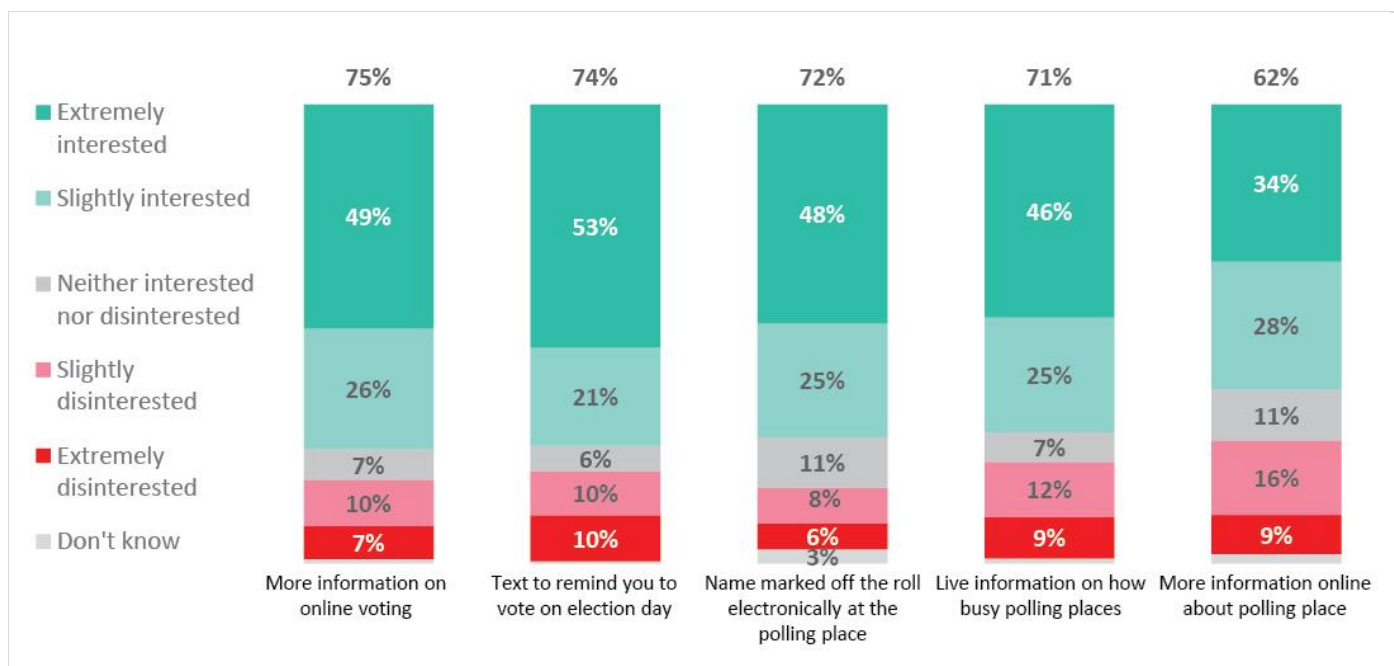
A similar proportion (71%) of participants reported that they would be interested in live information at future elections on how busy polling places are.

- Participants who were aged 18–34-year-old had significantly higher levels of interest (80%) compared to those aged 55 years and older (61%).
- Participants living in metropolitan areas (73%) were significantly more likely to report interest in this proposed idea than those living in regional NSW (65%).
- People living with disability (62%) had significantly lower levels of interest in this proposed idea.
- Three in four (75%) participants who voted at a polling place reported they would be interested, which is significantly higher.
- In contrast, one in two (50%) of participants who voted using postal methods were interested which was significantly lower than other participants.

Slightly fewer participants reported that they were interested in more online information about polling places, with three in five (62%) who indicated interested. In contrast, one in four (25%) reported that they were disinterested and approximately one in ten (11%) were neutral.

- Younger participants aged 18-34 years (71%) had significantly higher levels of interest in more online information about polling places, whereas those aged 55 years and older (57%) were significantly less interested

Figure 27 - Interest in prompted ideas: Total results 2021



Survey – Core Elector Survey

Base – Total including voters and non-voters (n=1,200)

F2 - Which of the following are you interested in for future elections?

Table 27 - Interest in prompted ideas (top two boxes): by subgroup

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
More information on online voting	75%	84%	81%	64%	74%	76%	84%	64%
Text to remind you to vote on election day	74%	87%	79%	61%	75%	74%	83%	65%
Name marked off the roll electronically at the polling place	72%	76%	73%	69%	71%	74%	78%	65%
Live information on how busy polling places	71%	80%	75%	61%	71%	71%	76%	62%
More information online about polling place	62%	71%	61%	57%	60%	64%	69%	53%
Base number n	1,200	278	480	442	538	661	228	124

Survey – Core Elector Survey

Base – All electors and non-electors

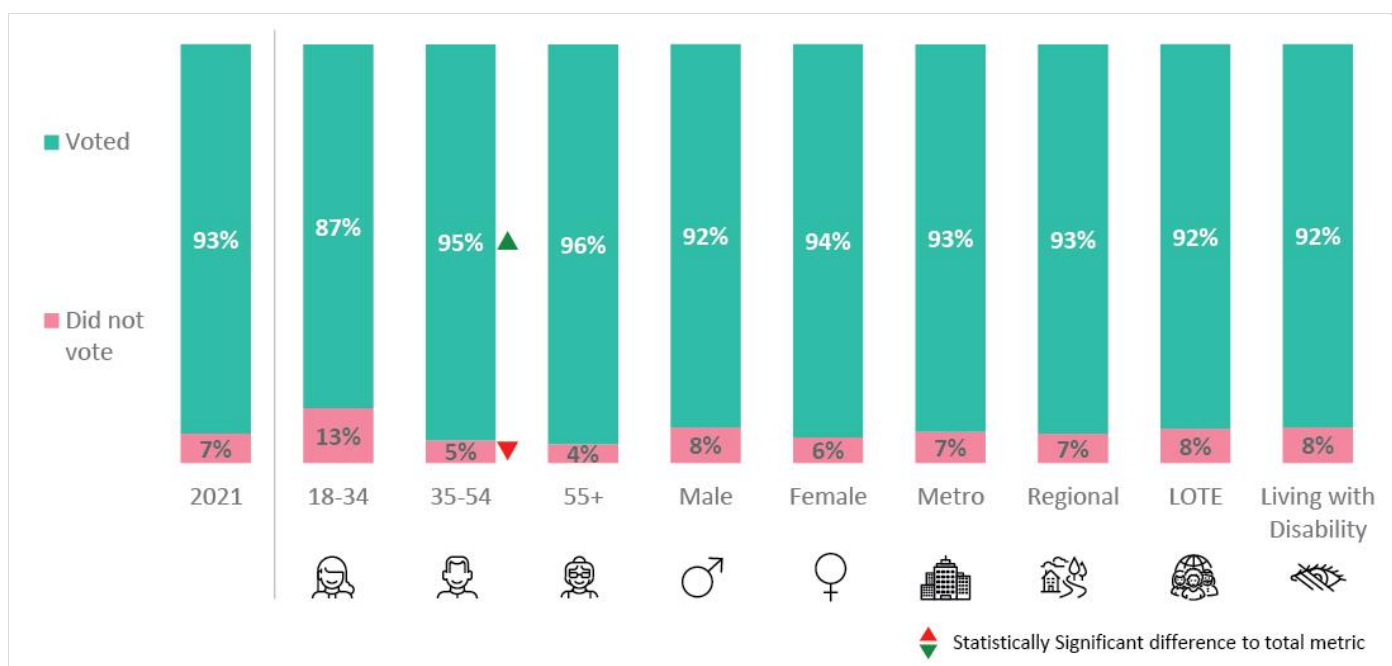
F2 - Which of the following are you interested in for future elections?

**Non-voters**

Importantly, less than one in fourteen (7%) participants did not vote in the election.

- There was significantly less non-voters in the 2021 survey, lower than previous years surveys (10% in 2017 and 11% in 2016).
- Younger participants who were aged between 18-34 years (13%) were significantly more likely to have not voted in the 2021 election.

Figure 28 - Level of participation – Sub-group differences



S10 - And thinking now of the Local Government elections or Council elections held 4th December 2021, did you vote – either on election day or earlier?

**Table 28 - Level of participation: by subgroup**

COLUMN %	TOTAL	AGE			GENDER		LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	YES
Yes, on election day	49%	50%	54%	45%	49%	49%	52%	44%
Yes, before election day	44%	36%	41%	51%	42%	45%	40%	48%
NET: Voted	93%	87%	95%	96%	92%	94%	92%	92%
No, I did not vote	7%	13%	5%	4%	8%	6%	8%	8%
Base number n	1,200	278	480	442	538	661	228	124

S10 - And thinking now of the Local Government elections or Council elections held 4th December 2021, did you vote – either on election day or earlier?

**Removal of barriers for non-voters**

The main barrier (27%) for participants who did not vote was that they did not know the election was on, this was closely followed by being busy on election day (22%) or away (18%).

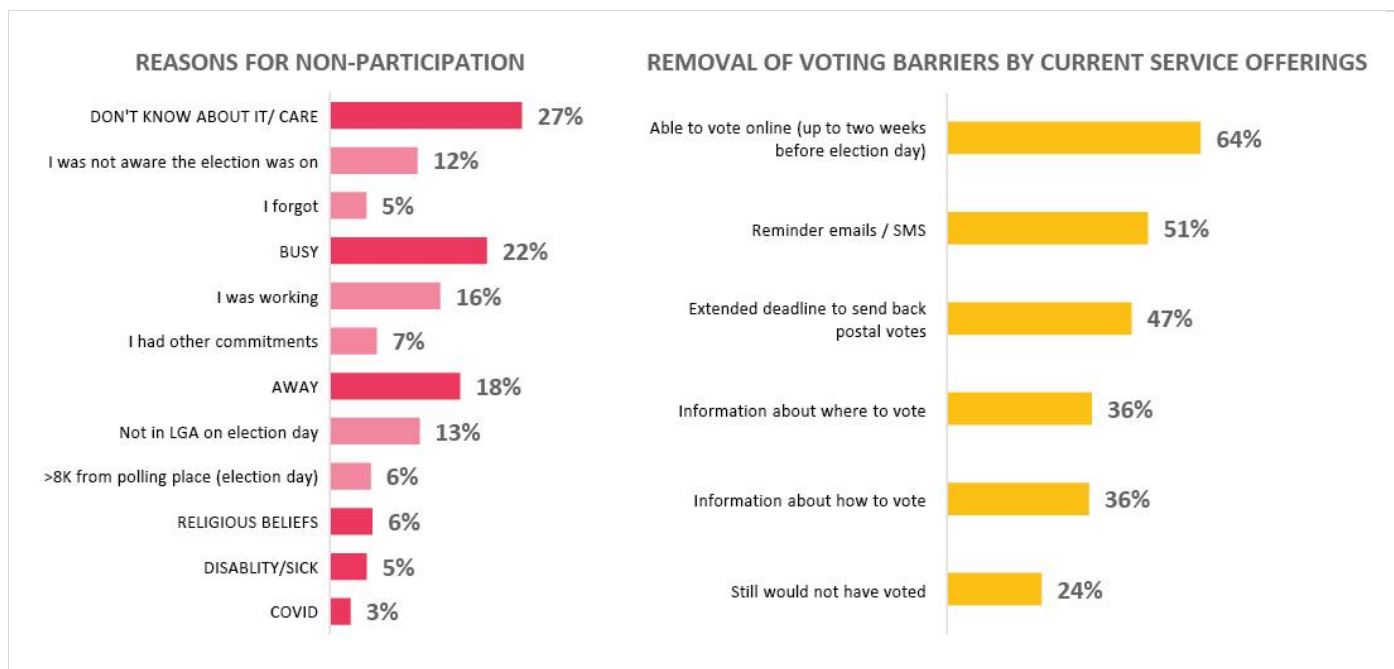
When prompted with a list of ideas that were currently offered by the NSW Electoral Commission, less than one in four (24%) non-voter participants reported that they still would not have voted even if they knew about the prompted ideas. This suggests that there is opportunity to overcome barriers for approximately three in in four non-voter participants (76%).

Nearly two in three (64%) reported that they would have voted if they were able to vote online prior to election day. One in two (51%) non-voter participants reported that reminder emails or SMS would encourage them to vote.

Another prompted idea was an extended deadline to send back postal voters, with less than one in five (47%) who reported that they would have voted if they were aware of this option.

More than one third (36%) of non-voter participants reported that they would have voted if they had information about where to vote, with a similar proportion (36%) who reported information about how to vote would encourage them to vote.

Figure 29 - Barriers for non-voters



Survey – Core Elector Survey

Base – Total non-voters (n=82)

S13 - What was the main reason you didn't vote in this election? S14 - Would you have voted if you knew the following were available

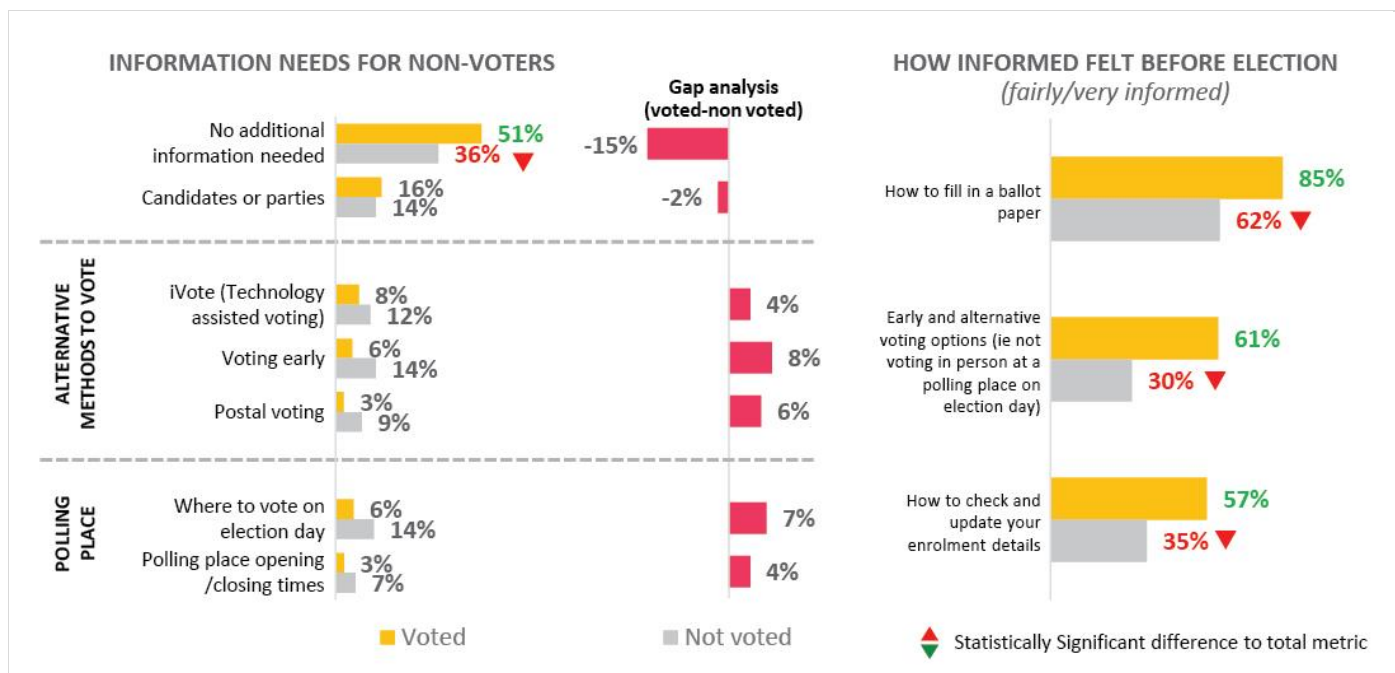
**Information needs for non-voters**

Participants who did not vote had significantly higher additional information needs than participants who had voted, with around one in three (36%) non-voters that stated they did not need additional information. In comparison, one in two (51%) voters did not need additional information. Non-voters wanted to know more about candidates or parties (14%), which was similar to voters (16%).

Non-voters were more interested than voters about alternative methods of voting and information on polling places. Regarding alternative methods to vote, non-voters were more interested in voting early (14% vs 6%), iVote (12% vs 8%) and postal voting (9% vs 3%). For polling place information, non-voters were more interested in information on where to vote on election day (14% vs 6%) and polling place opening times (7% vs 3%).

Before the election, non-voters also felt less informed than voters on several voting behaviours. Non-voters rated that they felt significantly less informed about how to fill in a ballot paper (62%) compared to voters (85%). Non-voters were significantly less informed (35%) about checking and updating enrolment details compared to voters (57%). Non-voter respondents felt the least informed (30%) on early and alternative voting options and significantly less so than voters (61%).

Figure 30 - Information needs for non-voters vs voters

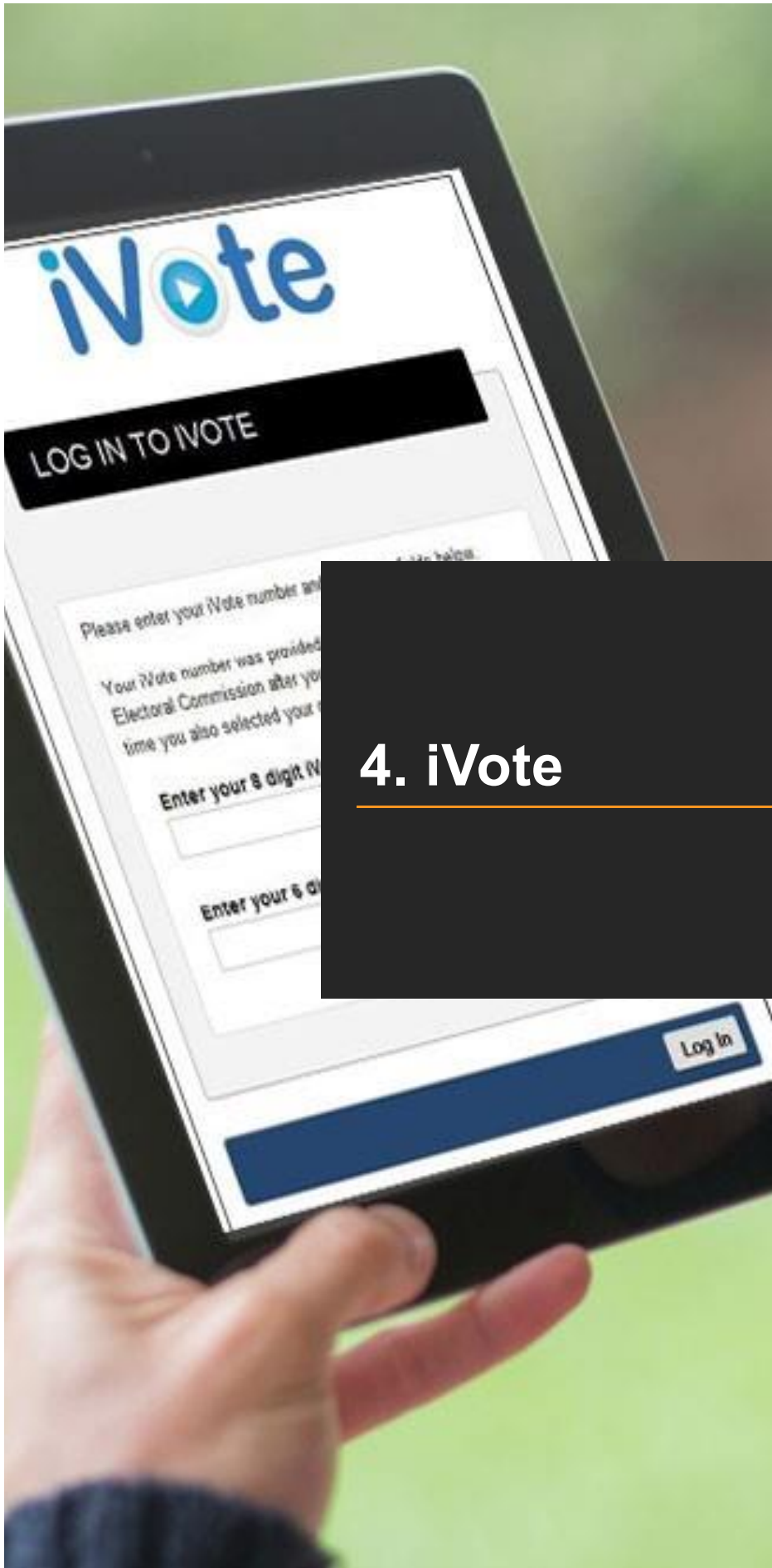


Survey – Core Elector Survey

Base – Total voters (n=1,118) and non-voters (n=82)

D2 What additional information, if any, would you have liked to receive?

D1 T2B - How informed or uninformed did you feel about each of the following before (going to vote in the Council Elections/most recent Council Election)



## 4. iVote

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## 4. iVote Survey Findings

### 4.1 Overview

iVote is a service for assisted voting provided by NSW Electoral Commission. Voters who meet the eligibility requirements can use iVote online or by phone to vote. Eligible voters include those who:

- Are blind or have low vision
- Are unable to vote without assistance or have difficulty voting at a polling place because they have a disability or have difficulties reading
- Are a silent elector
- Applied for a postal vote but did not receive the postal ballot papers before 5pm on 26 November 2021.
- Live more than 20 kilometres from a polling place, or
- Will not be within the council area during election day.

The iVote website included a 'how to' video that had been translated into 7 languages to support voters understand how to use the service.

The iVote survey was conducted with 2,597 NSW electors who voted using iVote. This survey was conducted via CATI phone interviews with 1,000 NSW electors between 5 December 2021 and 16 December 2021. Following this, the survey was conducted online between 21 December 2021 and 10 January 2022 with 2,597 NSW electors who completed the survey.

### Methodology

The sample was sourced from NSW Electoral Commission records of electors who registered to use the iVote channel. In 2021, permission to be contacted for survey purposes changed from opt out to an opt in approach. For those who consented to research, a subset was selected and handled in line with data privacy guidelines. This sample was randomly split to ensure adequate sample to complete the CATI interviews (n=1,000), with an overrepresentation of those living with disability (n=400). The remaining sample (n=2,597) was emailed an online survey link.

The sample has been weighted to be representative of NSW electors who consented to the iVote survey and the eligibility criteria they selected to be able to use iVote. Namely:

- **Living with disability:** Those who indicated that the reason for choosing to use iVote was related to living with disability.
- **iVote users who do not live with disability:** Those who registered for iVote but the eligibility criteria selected was not due to living with disability.

Electors were weighted to be representative of NSW electors who consented to the iVote survey. Figure 31 provides an overview of demographic data of iVote survey participants:



Figure 31 - iVote demographic overview

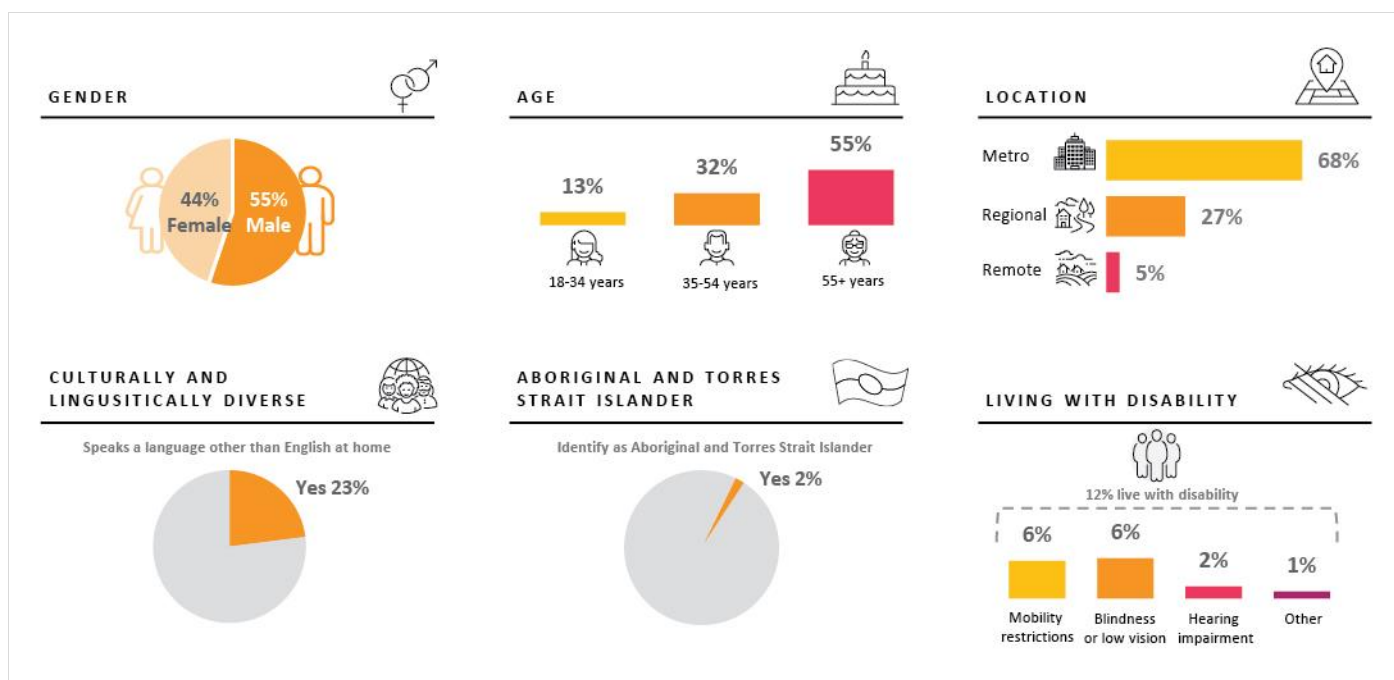


Table 30 - iVote demographics

		%	N
	TOTAL	100%	3597
Age	18-34	13%	429
	35-54	32%	1086
	55+	55%	2082
Gender	Male	55%	1915
	Female	44%	1656
Council classification	Metropolitan	68%	2375
	Regional/remote	32%	1222
Indigenous	Yes	2%	76
Language other than English	Yes	23%	775
Living with Disability	Yes	6%	729

Survey – iVote Elector Survey

Base – All Respondents

S3 - What gender do you identify as? S5b - To ensure we have a broad mix of participants in the survey... What is your age? Council Regional Classification S5 - And do you speak another language other than English at home? S6\_ - Do you experience / have any of the following

### Key findings

Overall satisfaction with the iVote service was the highest rated metric, with nine in ten (90%) iVote survey participants who reported that they were satisfied. Confidence that vote was recorded accurately (85%) and trust the iVote voting process (82%) also scored well. Satisfaction that the NSW Electoral Commission conducted the elections fairly and impartially was the lowest performing metric among iVote survey participants, however, around three in four (74%) of iVote survey participants reported that they were satisfied.

Most (97%) of survey participants who registered for iVote had voted using iVote. Of those that used iVote, more than nine in ten (92%) voted prior to election day, with a small proportion (4%) who reported voting on election day.

The majority of iVote survey participants (99%) reported that they voted online as their iVote mechanism (as opposed to operator assisted).

The majority of participants (95%) stated that they were likely to use iVote again in the future, with nearly nine in ten (98%) very likely. Nearly seven in ten (69%) iVote survey participants reported that they wouldn't have been able to vote easily if iVote was not available. Participants living with disability (74%) were significantly more likely to report that they would experience difficulty if iVote was not available.

More than one in two participants (55%) reported they were aware that electoral material was available on the NSW Election Commission website. Participants aged 55 years and over were significantly more likely to be aware that electoral material was available on the NSW Election Commission website. In contrast, participants who speak a CALD were significantly less likely (50%) to recall awareness.

## 4.2 Key Metrics Summary

Aligned with the core survey, four key metrics were measured for the iVote survey, however, there was a slight variation in one – for iVote the key metric relates to confidence that vote was recorded accurately in the final count.

### Confidence in election results

Of all NSW Electoral Commission key metrics, confidence that vote was recorded accurately metric with the highest performance (85%). Nearly three in five (56%) iVote survey participants reported they were 'very confident' and three in ten (19%) were fairly confident. However, nearly one in seven (13%) reported that they did not know.

- There were no significant subgroup differences in the NET satisfied level.

**Table 31 – Confident that vote was accurately recorded: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very confident	56%	55%	56%	56%	57%	54%	55%	57%	54%	50%	54%
Fairly confident	29%	35%	29%	29%	27%	33%	30%	29%	24%	33%	32%
Not very confident	1%	1%	2%	1%	2%	1%	1%	1%	4%	2%	2%
Not at all confident	1%	1%	2%	0%	1%	0%	1%	0%	4%	1%	1%
Don't know	13%	8%	12%	14%	13%	12%	13%	12%	14%	14%	11%
I was unable to submit my vote using iVote	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Net Confident	85%	90%	84%	84%	84%	86%	84%	86%	78%	83%	86%
Net Not Confident	2%	2%	3%	2%	3%	1%	2%	2%	8%	3%	3%
Base number n	3,478	411	1,061	2,006	1,848	1,605	2,292	1,186	74	753	694

Survey – iVote Elector Survey

Base – Total iVote voters (n=3,478)

D1 - For the recent election, how confident are you that your vote was recorded accurately in the final vote count?

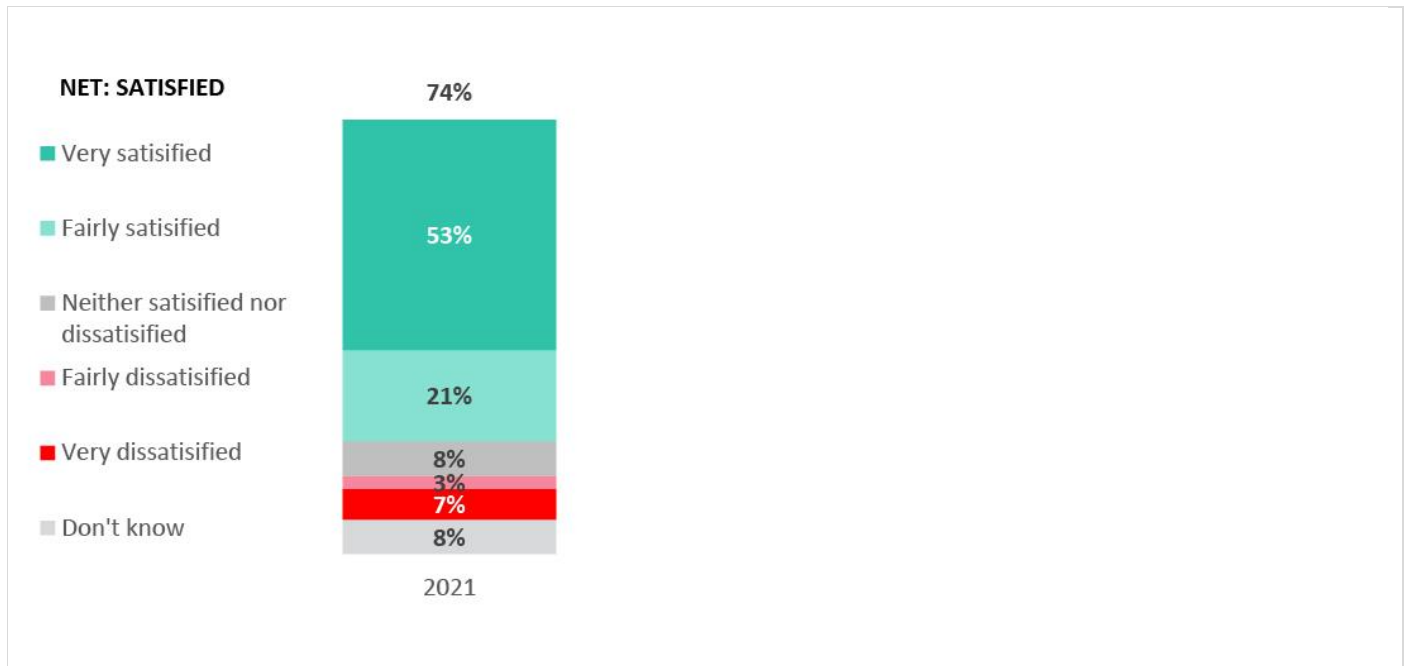
### Elections are conducted fairly and impartially

Around three in four (74%) of iVote survey participants reported that they were satisfied that the NSW Electoral Commission conducted the elections fairly and impartially, with more than one in two (53%) that were very satisfied. However, this was the lowest performing metric among iVote survey participants.

- More than four in five iVote survey participants aged 18-34 years reported that they were satisfied (83%) with fairness and impartiality, which was significantly higher than the total (74%).

- In contrast, participants aged 55 years (72%) and over were significantly less satisfied than total participants.

Figure 32 – Satisfaction: conducted fair and impartial election



Survey – iVote Elector Survey

Base – Total iVote users (n=3,597)

C11. To what extent do you trust or distrust the iVote voting process? Would you say that you...

A2. Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

Table 32 – Satisfaction: fair and impartial election by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very satisfied	53%	51%	51%	54%	55%	50%	52%	53%	56%	45%	53%
Fairly satisfied	21%	32%	23%	18%	19%	24%	22%	19%	17%	26%	24%
Neither satisfied nor dissatisfied	8%	9%	10%	7%	7%	10%	8%	9%	8%	8%	10%
Fairly dissatisfied	3%	3%	3%	3%	4%	2%	3%	3%	4%	4%	2%
Very dissatisfied	7%	1%	6%	10%	9%	6%	8%	7%	9%	8%	6%
Don't know/can't comment/not applicable	8%	5%	8%	8%	7%	8%	7%	8%	6%	8%	5%
Net satisfied	74%	83%	74%	72%	74%	74%	74%	73%	73%	72%	77%
Net dissatisfied	10%	4%	8%	13%	12%	8%	10%	10%	12%	12%	8%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote users (n=3,597)

C11. To what extent do you trust or distrust the iVote voting process? Would you say that you...

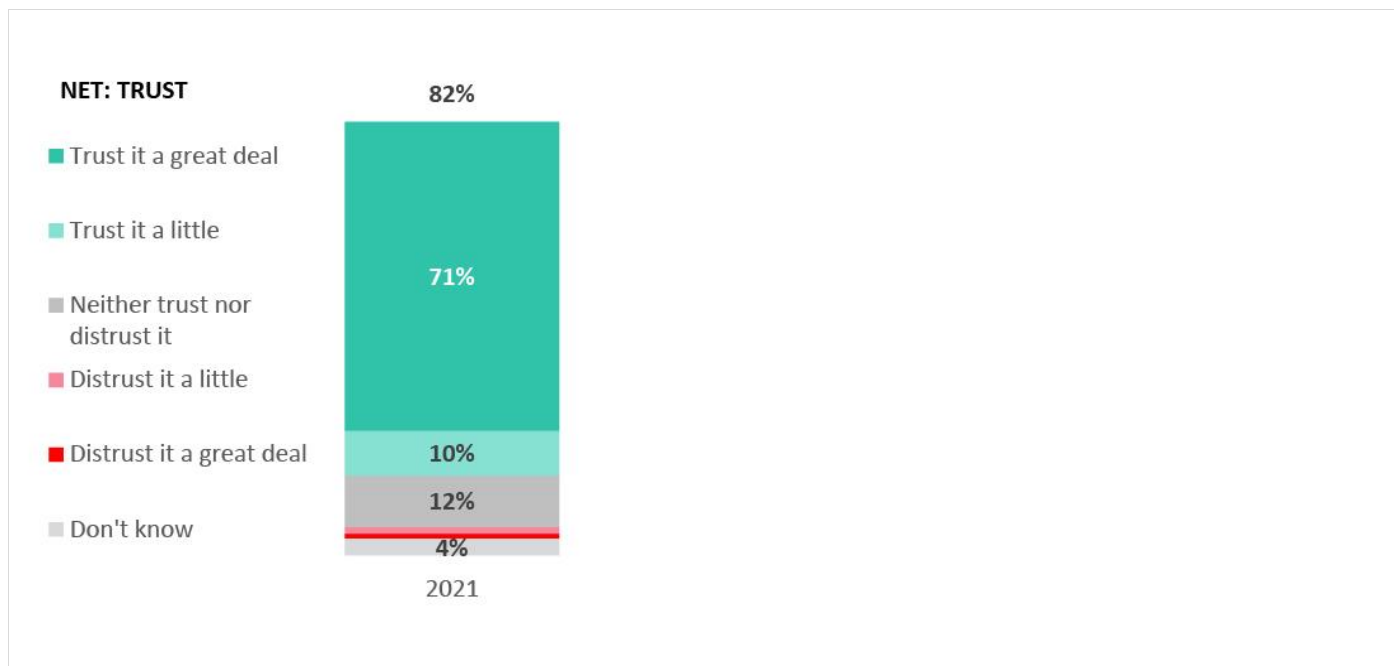
A2. Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

## Trust in voting process

More than four in five (82%) iVote survey participants reported that they trust the iVote voting process, with around seven in ten (71%) who indicated that they have a great deal of trust. Around one in nine (12%) were neutral and a small proportion of (2%) iVote participants reported distrust in the process.

- Participants that had registered for iVote but then did not vote or used another method had significantly lower levels of trust (53%) compared to those who lodged a vote through iVote (83%).

Figure 33 - Trust in the voting process



Survey – iVote Elector Survey

Base – Total iVote Users (n=3,597)

C11. To what extent do you trust or distrust the iVote voting process? Would you say that you...

Table 33 - Trust in the voting process: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Trust it a great deal	71%	62%	70%	74%	74%	68%	72%	71%	66%	69%	67%
Trust it a little	10%	20%	12%	7%	9%	12%	11%	9%	18%	11%	14%
Neither trust nor distrust it	12%	13%	12%	12%	11%	13%	11%	14%	12%	12%	12%
Distrust it a little	1%	1%	1%	2%	1%	2%	1%	2%	4%	1%	3%
Distrust it a great deal	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%
Don't know	4%	2%	4%	4%	3%	4%	4%	4%	0%	6%	2%
Net Trust	82%	82%	82%	82%	83%	81%	82%	80%	84%	79%	82%
Net Distrust	3%	3%	2%	3%	3%	2%	3%	3%	4%	2%	4%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

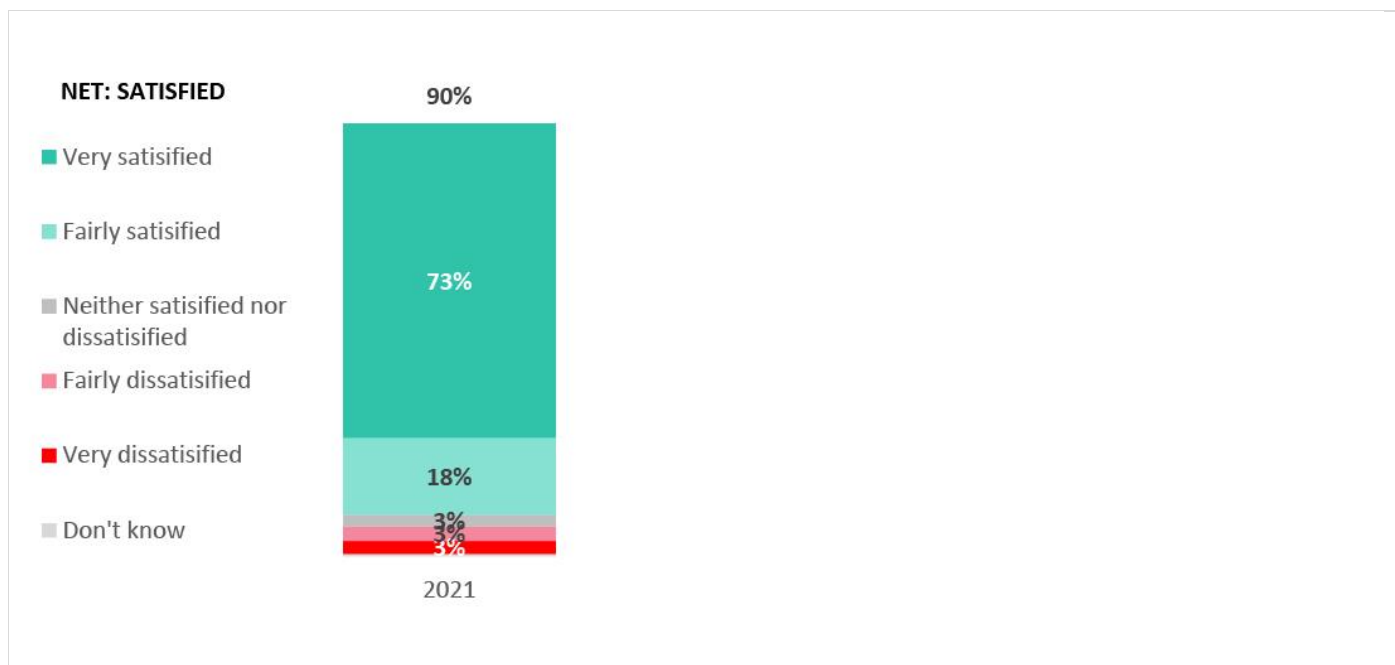
C11. To what extent do you trust or distrust the iVote voting process? Would you say that you...

### Satisfaction with overall iVote experience

Overall satisfaction with the iVote service was high, with nine in ten (90%) iVote survey participants who reported that they were satisfied. Nearly three in four (73%) participants reported that they were very satisfied and nearly one in five (18%) were fairly satisfied.

- Female iVote survey participants (92%) reported significantly higher levels of satisfaction compared to males (89%).
- iVote survey participants who voted via iVote (92%) reported significantly higher levels of satisfaction. There were significantly lower rates of satisfaction among those who registered for iVote but did not vote or used another method, with three in ten (31%) who reported they were satisfied.

Figure 34 - Overall Satisfaction with iVote Service



C1. Taking everything into account, were you satisfied or dissatisfied with the iVote service?

**Table 34 - Overall satisfaction with iVote service**

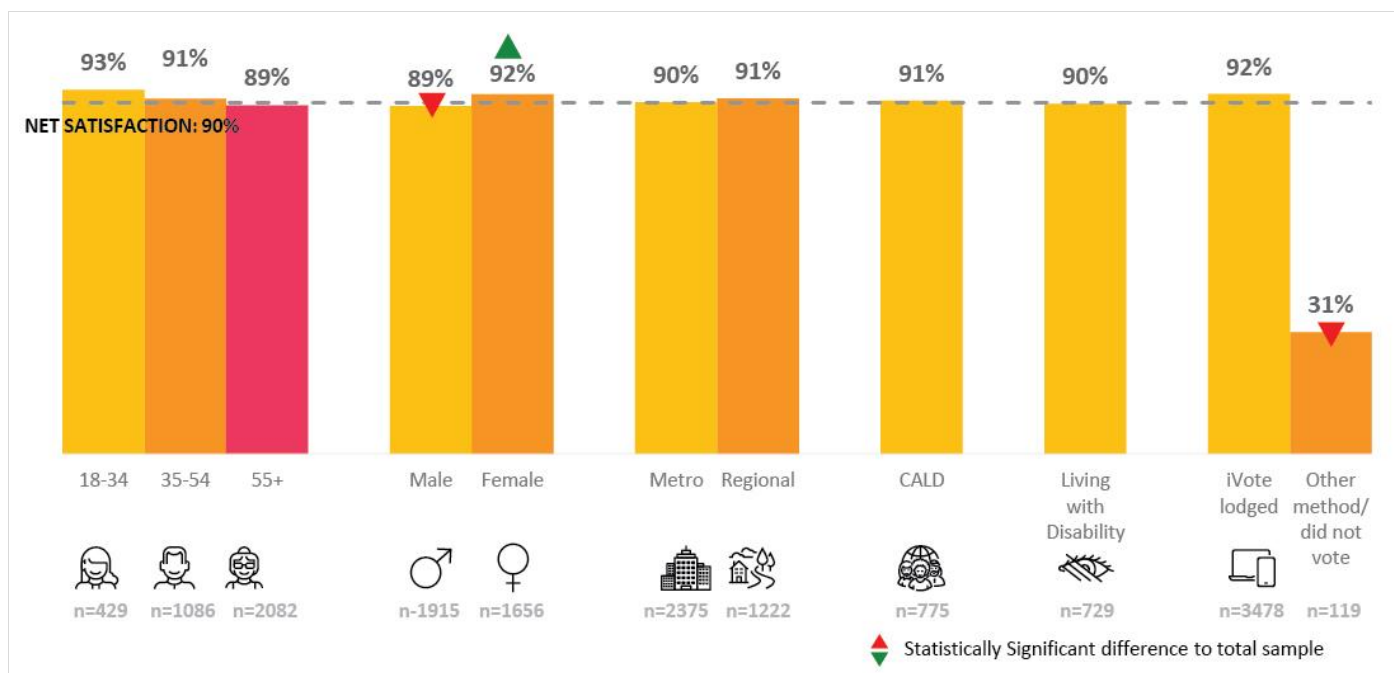
	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very satisfied	73%	71%	72%	73%	70%	76%	72%	75%	77%	68%	74%
Fairly satisfied	18%	22%	19%	16%	19%	16%	18%	16%	8%	23%	15%
Neither satisfied nor dissatisfied	3%	2%	2%	3%	3%	2%	2%	3%	4%	3%	3%
Fairly dissatisfied	3%	2%	3%	4%	4%	3%	4%	3%	2%	3%	3%
Very dissatisfied	3%	3%	3%	3%	3%	2%	3%	3%	6%	3%	3%
Don't know/can't comment/not applicable	1%	0%	0%	1%	1%	0%	1%	1%	2%	1%	1%
Net Satisfied	90%	93%	91%	89%	89%	92%	90%	91%	85%	91%	90%
Net Dissatisfied	6%	4%	6%	7%	7%	5%	7%	5%	9%	6%	6%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote users (2021)

C1. Taking everything into account, were you satisfied or dissatisfied with the iVote service?

**Figure 35 - Overall Satisfaction with iVote Service: by subgroup**



Survey – iVote Elector Survey

Base – Total iVote users (n=3,597)

C1. Taking everything into account, were you satisfied or dissatisfied with the iVote service?

**Table 35 - Overall satisfaction with iVote service: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very satisfied	73%	71%	72%	73%	70%	76%	72%	75%	77%	68%	74%
Fairly satisfied	18%	22%	19%	16%	19%	16%	18%	16%	8%	23%	15%
Neither satisfied nor dissatisfied	3%	2%	2%	3%	3%	2%	2%	3%	4%	3%	3%
Fairly dissatisfied	3%	2%	3%	4%	4%	3%	4%	3%	2%	3%	3%
Very dissatisfied	3%	3%	3%	3%	3%	2%	3%	3%	6%	3%	3%
Don't know	1%	0%	0%	1%	1%	0%	1%	1%	2%	1%	1%
Net Satisfied	90%	93%	91%	89%	89%	92%	90%	91%	85%	91%	90%
Net Dissatisfied	6%	4%	6%	7%	7%	5%	7%	5%	9%	6%	6%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote users

**C1. Taking everything into account, were you satisfied or dissatisfied with the iVote service?**

As shown in Figure 36, there were high levels of satisfaction with aspects of the iVote process among survey participants. The iVote component with the highest level of satisfaction (92%) was the amount of time taken to cast a vote, with nearly three in four (73%) survey participants very satisfied.

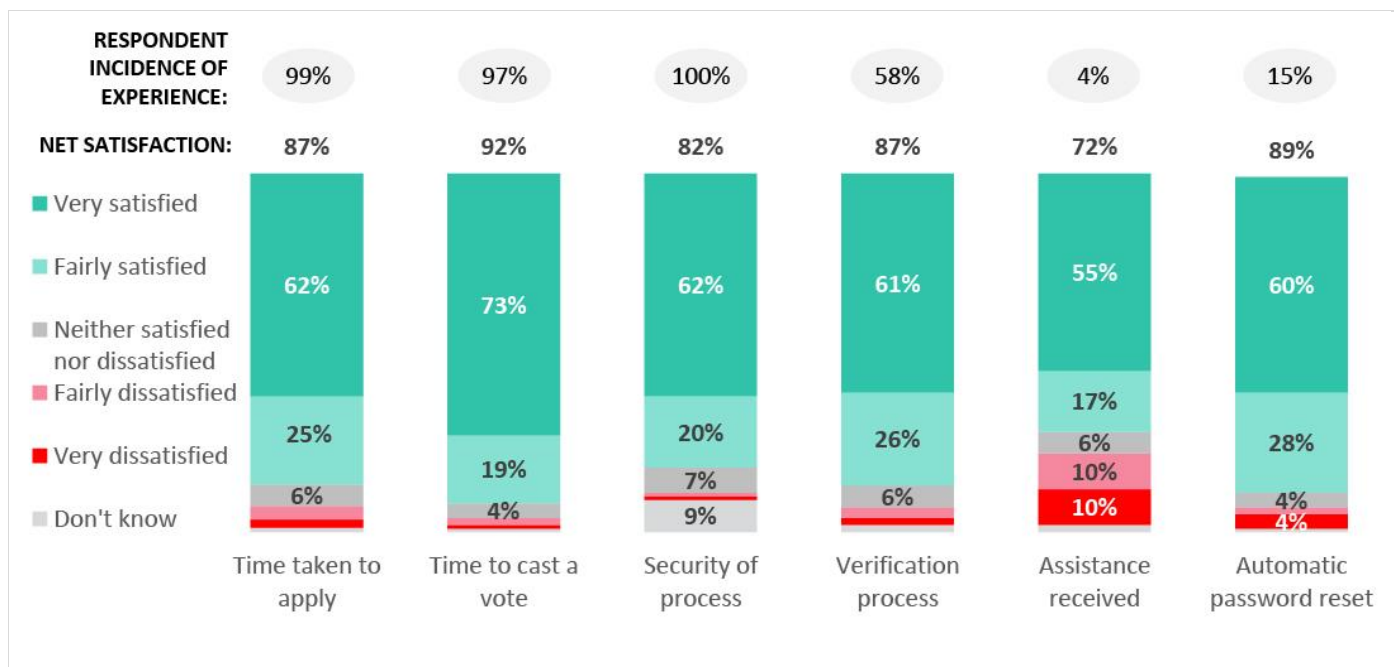
- Majority of younger iVote survey participants aged 18-34 years (96%) indicated that they were satisfied with the time taken to cast a vote, which was significantly higher than the total sample.
- Participants had similar levels of satisfaction (87%) with the time taken to apply, with three in five (62%) that were very satisfied.

Other components were related to the iVote process, with around nine in ten (89%) satisfied with the automatic password reset and verification process (87%).

Approximately four in five (82%) were satisfied with the security of the process, with three in five (62%) that were very satisfied. However, there were around one in ten (9%) that were uncertain about the security of the process.

- Participants aged 55 years and over (80%) were significantly less satisfied with the security of the process. Younger participants aged 18-34 years (88%) were significantly more satisfied with the security of the process.
- Participants that registered but did not vote or used a method other than iVote had significantly lower satisfaction (67%) with the security of the process, whereas those that voted with iVote reported significantly higher rates of satisfaction (82%).
- The aspect of the iVote process with the lowest satisfaction among participants was the assistance received, with seven in ten (72%) who reported they were satisfied. Of these, more than one in two were very satisfied (55%), however, there were one in five (20%) that were dissatisfied.

Figure 36 - Satisfaction with aspects of iVote process

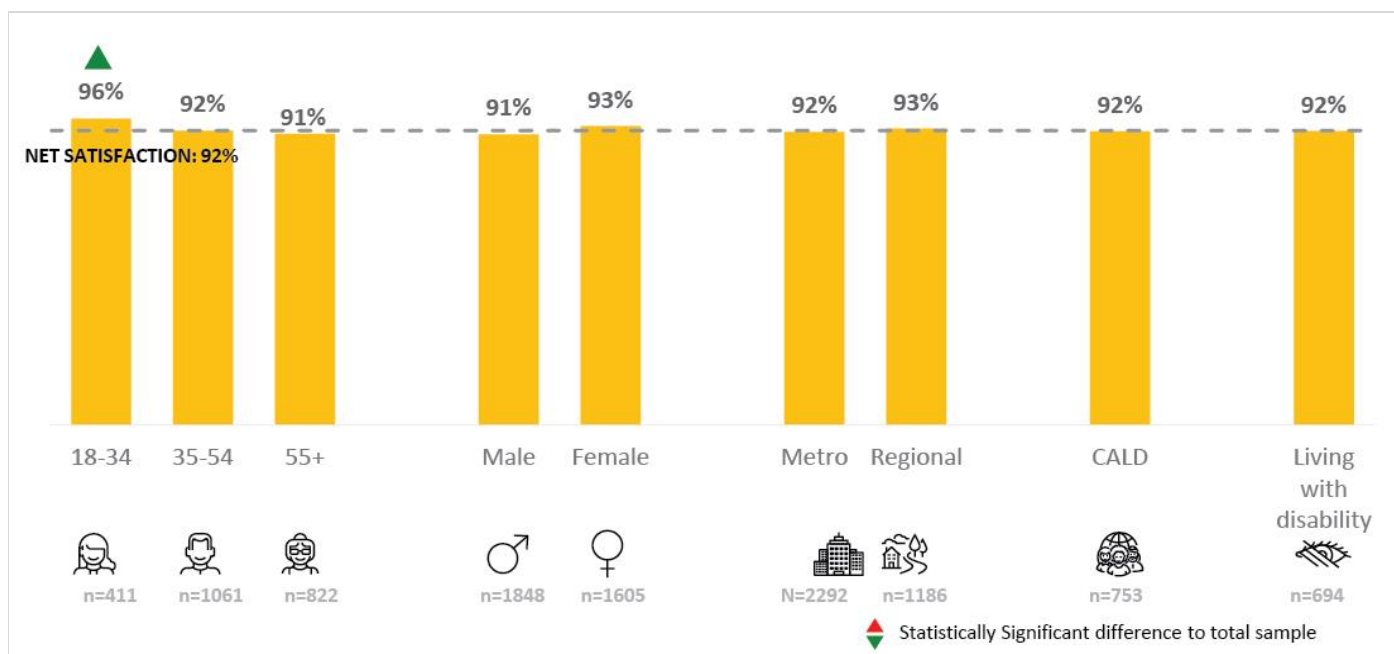


Survey – iVote Elector Survey

Base – Those that recalled applying to use iVote (n=3,564); iVote voted (n=3,478); Total (n=3,597); Those who verified (n=1,999); Received assistance (n=177); iVote users who used the automatic password reset (n=575)

C8 - Were you satisfied or dissatisfied with the amount of time it took to apply to use iVote? C10. Were you satisfied or dissatisfied with the amount of time it took to cast a vote using iVote, after your registration process was complete? C12. Were you satisfied or dissatisfied with the security of the iVote process? D8 - Were you satisfied or dissatisfied with the verification process? E5 - Were you satisfied or dissatisfied with the assistance you received? E7. You said you used the automatic password reset, were you satisfied or dissatisfied with it?

Figure 37 - Satisfaction with the amount of time to cast a vote: by subgroup



Survey – iVote Elector Survey

Base – iVote voted (n=3,478)

C10. Were you satisfied or dissatisfied with the amount of time it took to cast a vote using iVote, after your registration process was complete?



**Table 36 - Satisfaction with the amount of time to cast a vote: by subgroup**

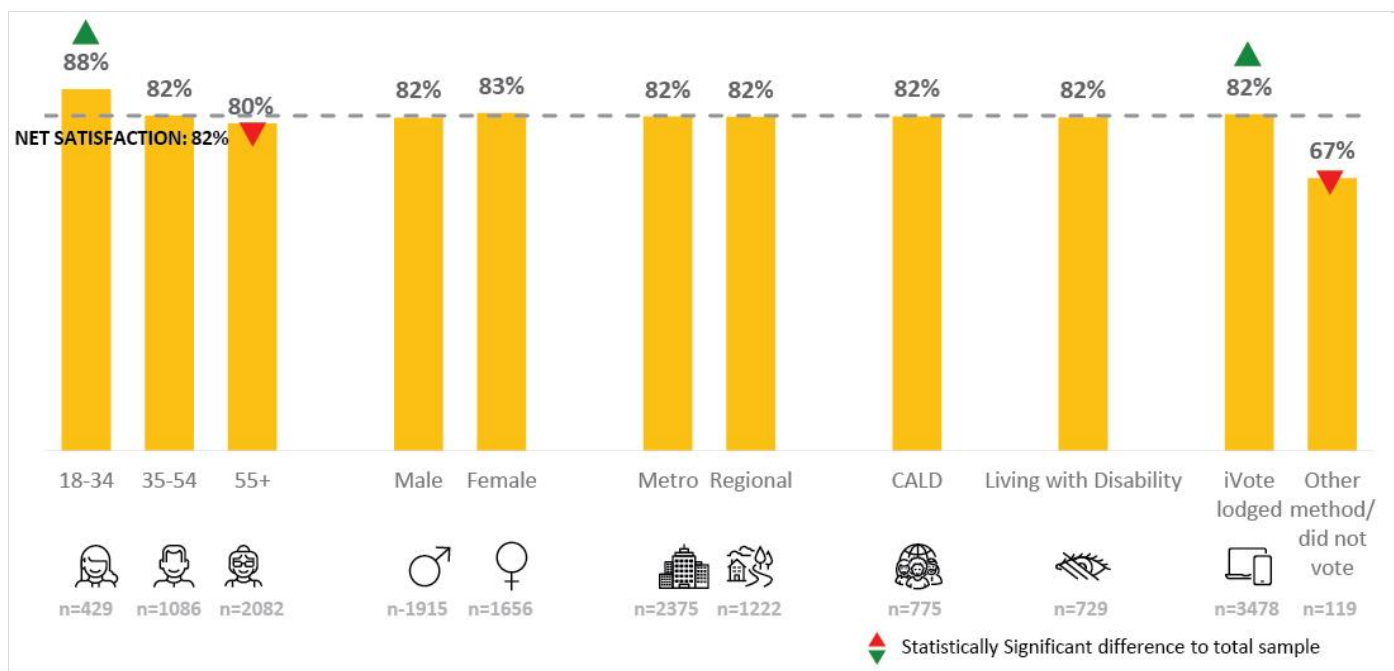
	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very satisfied	73%	78%	73%	71%	71%	75%	72%	75%	76%	67%	74%
Fairly satisfied	19%	18%	19%	20%	20%	19%	20%	18%	18%	25%	19%
Neither satisfied nor dissatisfied	4%	2%	3%	4%	5%	2%	4%	4%	0%	3%	2%
Fairly dissatisfied	2%	1%	2%	3%	2%	3%	3%	2%	1%	3%	2%
Very dissatisfied	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%	2%
Don't know/can't comment/not applicable	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Net Satisfied	92%	96%	92%	91%	91%	93%	92%	92%	94%	92%	93%
Net Dissatisfied	4%	2%	4%	4%	4%	4%	4%	3%	3%	4%	4%
Base number n	3,478	411	1,061	2,006	1,848	1,605	2,292	1,186	74	753	694

Survey – iVote Elector Survey

Base – iVote Voted

C10. Were you satisfied or dissatisfied with the amount of time it took to cast a vote using iVote, after your registration process was complete?

**Figure 38 - Satisfaction with security of process: by subgroup**



Survey – iVote Elector Survey

Base – Total iVote Users (n=3,597)

C12. Were you satisfied or dissatisfied with the security of the iVote process?

**Table 37 - Satisfaction with Security of Process: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very satisfied	62%	64%	62%	62%	61%	63%	60%	66%	68%	54%	63%
Fairly satisfied	20%	24%	20%	18%	20%	20%	22%	16%	15%	28%	19%
Neither satisfied nor dissatisfied	7%	7%	7%	7%	7%	7%	7%	7%	5%	7%	6%
Fairly dissatisfied	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Very dissatisfied	1%	2%	1%	1%	1%	1%	1%	1%	2%	0%	1%
Don't know/can't comment/not applicable	9%	3%	9%	11%	10%	9%	9%	9%	7%	10%	9%
Net Satisfied	82%	88%	82%	80%	82%	83%	82%	82%	83%	82%	83%
Net Dissatisfied	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote Users

C12. Were you satisfied or dissatisfied with the security of the iVote process?

**Reasons for satisfaction or dissatisfaction**

Satisfied iVote survey participants identified a range of reasons for their satisfaction, which were predominantly in relation to ease, convenience, election accessibility and other.

Three in four (76%) satisfied participants indicated that they were satisfied due to the ease of iVote. This included a range of reasons:

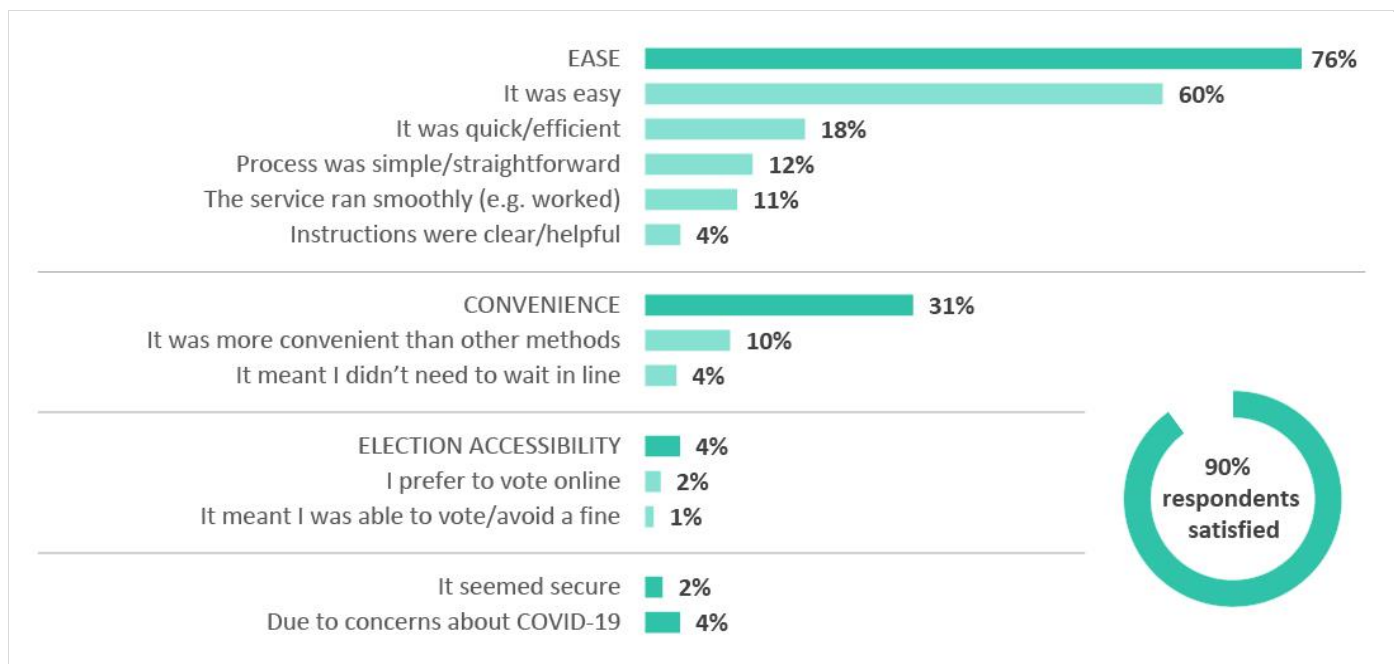
- Three in five (60%) reported it was easy.
- One in six (16%) reported it was quick/efficient.
- Around one in nine (12%) reported that the process was simple/straightforward.
- Similarly, around one in nine (11%) reported the service ran smoothly.
- A smaller proportion (4%) reported that the instructions were clear/helpful.

Three in ten (31%) participants identified convenience as a key reason for satisfaction, particularly in relation to:

- One in six (16%) reported it was convenient.
- One in ten (10%) reported it was more convenient than other methods.
- One in twelve (8%) were satisfied as they didn't have to go anywhere.
- A smaller proportion (4%) reported that they were satisfied as they didn't need to wait in line.

Other reasons for satisfaction included election accessibility (4%), concerns about COVID-19 (4%) and security (2%).

Figure 39 - Reason for satisfaction level



Survey – iVote Elector Survey

Base – Total satisfied iVote Users (Satisfied n=3,246)

C2. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.

Table 38 - Reasons for satisfaction with iVote service: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	YES	REGIONAL	YES	YES	YES
<b>EASE NET</b>	76%	78%	77%	76%	75%	78%	75%	78%	79%	73%	74%
It was easy	60%	68%	62%	57%	56%	65%	58%	64%	72%	56%	65%
It was quick/efficient	18%	28%	20%	15%	17%	21%	19%	17%	25%	19%	14%
Process was simple/straightforward	12%	12%	12%	13%	14%	11%	13%	12%	10%	11%	12%
The service ran smoothly (e.g. worked/didn't crash)	11%	8%	9%	12%	13%	8%	11%	9%	3%	9%	10%
Instructions were clear/helpful	4%	7%	3%	4%	3%	5%	4%	4%	3%	4%	5%
<b>CONVENIENCE NET</b>	31%	36%	32%	29%	27%	36%	30%	34%	51%	27%	44%
It was convenient	16%	17%	16%	15%	14%	17%	16%	15%	23%	17%	14%
It was more convenient/accessible than other methods	10%	14%	10%	9%	8%	12%	9%	12%	21%	6%	19%
It meant I didn't have to go anywhere	8%	12%	8%	7%	7%	9%	7%	9%	14%	6%	14%
It meant I didn't need to wait in line	4%	4%	4%	3%	2%	5%	4%	4%	3%	2%	7%
<b>ACCESSIBILITY NET</b>	4%	5%	4%	4%	4%	4%	5%	4%	3%	4%	5%
I prefer to vote online	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	2%
It meant I was able to vote/avoid a fine	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%
It's a better option for those voting outside of NSW	1%	1%	2%	1%	1%	1%	2%	1%	0%	2%	0%
I was able to vote on a phone/tablet	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%

It seemed secure	2%	1%	1%	3%	3%	1%	2%	2%	0%	2%	2%
I received good assistance from support staff	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	1%
Base number n	3,246	401	988	1,857	1,696	1,530	2,134	1,112	65	701	654

Survey – iVote Elector Survey

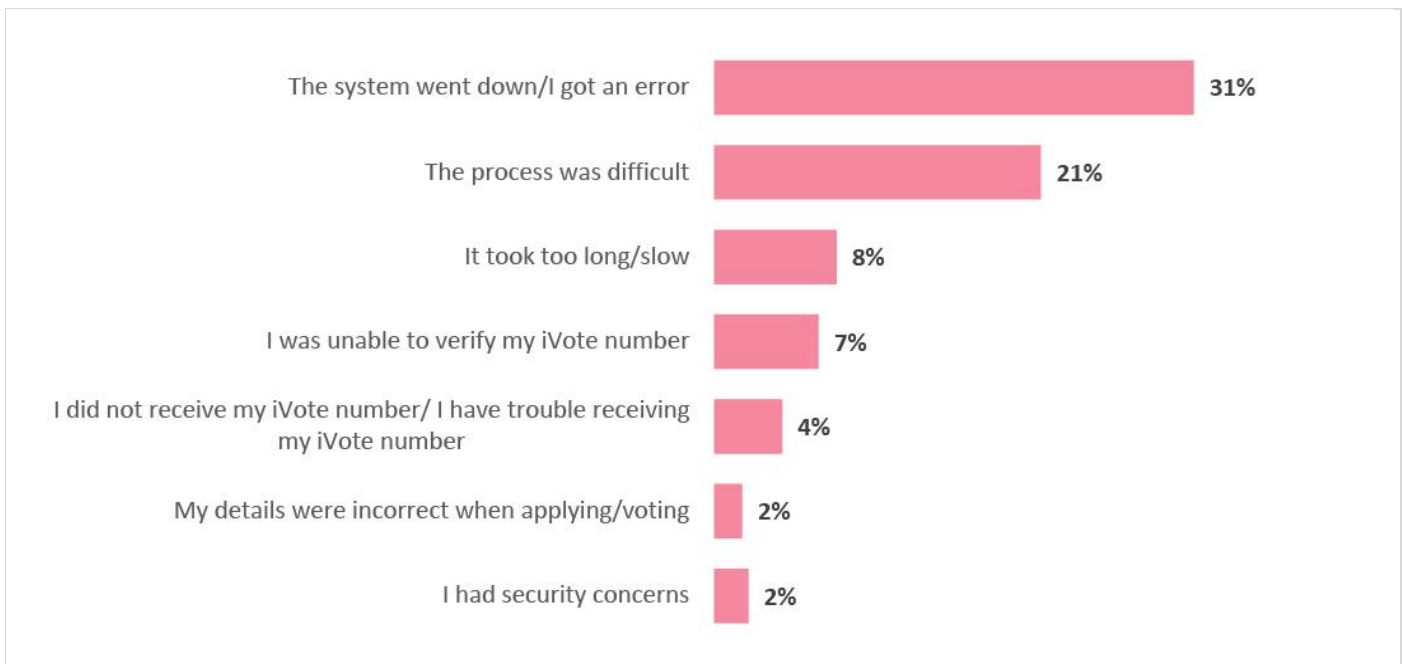
Base – Total satisfied iVote Users (2021)

C2. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.

In contrast, iVote survey participants who indicated that they were dissatisfied gave the following reasons:

- Three in ten (31%) reported that the system went down and/or there was an error.
- One in five (21%) reported that the process was difficult.
- One in twelve (8%) reported that the iVote process took too time and/or was slow.
- One in fourteen (7%) reported that they were unable to verify their iVote number.
- Similarly, a small proportion (4%) reported that they did not receive their iVote number or had trouble receiving their iVote number.
- Other reasons for dissatisfaction included incorrect details when applying/voting (2%) or security concerns (2%).

Figure 40 - Reason for dissatisfaction level



Survey – iVote Elector Survey

Base – Total satisfied iVote Users (Dissatisfied n=226)

C2. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.

**Table 39 - Reasons for dissatisfaction with iVote service: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
The system went down/I got an error	31%	56%	27%	29%	26%	40%	32%	27%	0%	30%	34%
The process was difficult	21%	13%	21%	22%	18%	25%	20%	23%	10%	19%	22%
It took too long/slow	8%	12%	9%	7%	8%	9%	9%	5%	26%	6%	10%
I was unable to verify my iVote number	7%	6%	8%	6%	8%	5%	9%	2%	0%	5%	4%
I did not receive my iVote number/ I have trouble receiving my iVote number	4%	18%	6%	2%	4%	5%	4%	4%	43%	0%	12%
My details were incorrect when applying/voting	2%	0%	0%	3%	2%	2%	0%	6%	0%	0%	4%
I had security concerns	2%	6%	5%	0%	3%	0%	2%	2%	0%	0%	2%
I did not trust the iVote system	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base number n	226	16*	68	142	139	81	163	63	7*	44	44

Survey – iVote Elector Survey

Base – Total dissatisfied iVote Users (2021)

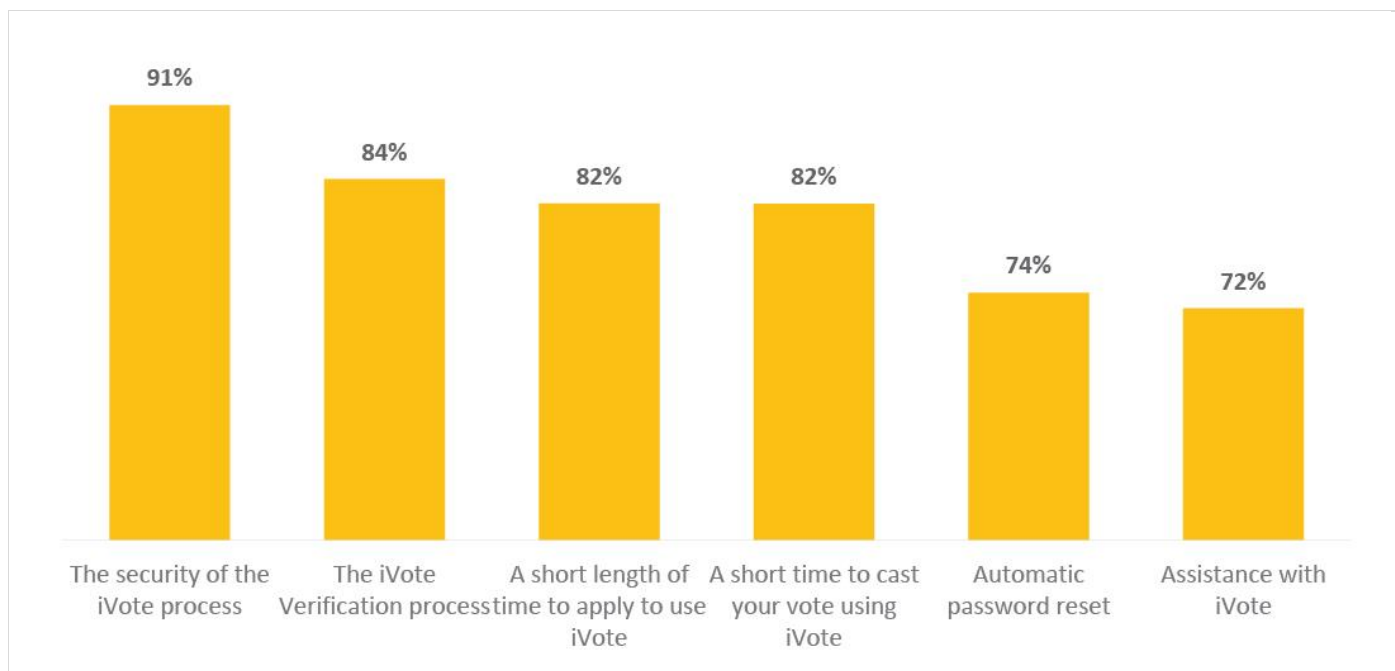
C2. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.

**Importance of factors in delivering a satisfactory iVote service**

iVote survey participants were asked to indicate their perceived importance of various factors to the delivery of a satisfactory iVote service. As shown in Figure 41, the security of the iVote process was the factor with the highest rates of perceived importance, with nine in ten (91%) stating that this was important. The verification process was also identified to be important, with more than four in five (84%) reporting that this was important.

Short length of time to apply (82%) and short time to cast a vote using iVote (82%) had similar levels of reported importance among participants.

Figure 41 - Importance of Factors to Deliver Satisfactory Service



Survey – iVote Elector Survey

Base – Total iVote Users (n=3,597)

H1 - How important are the following to deliver a satisfactory iVote service: Slightly important + Extremely important

Table 40 - importance of factors to deliver satisfactory service: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
A short length of time to apply to use iVote	82%	89%	84%	79%	80%	85%	83%	80%	82%	87%	81%
A short time to cast your vote using iVote	82%	86%	85%	79%	82%	83%	83%	79%	82%	86%	83%
The security of the iVote process	91%	93%	93%	90%	90%	93%	92%	90%	90%	92%	92%
The iVote Verification process	84%	89%	86%	82%	84%	85%	85%	83%	87%	88%	87%
Assistance with iVote	72%	74%	74%	70%	70%	75%	73%	71%	82%	75%	76%
Automatic password reset	74%	77%	79%	70%	70%	78%	74%	73%	81%	77%	75%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote Users

H1 - How important are the following to deliver a satisfactory iVote service: Slightly important + Extremely important

### 4.3 Voting Behaviours

#### Overall voting behaviour

As shown in Table 41, the majority (97%) of survey participants who registered for iVote had voted using iVote. Of those that used iVote, more than nine in ten (92%) voted prior to election day. A small proportion (4%) of iVote users voted on election day.

Majority of iVote users (99%) reported that they voted online as their iVote mechanism. Fewer than one percent voted using iVote via telephone.

**Table 41 - When registered iVote users decided to vote: by subgroup**

	AGE				GENDER		COUNCIL CLASSIFICATION		INDIGENOUS YES	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL		YES	YES
Pre poll	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	2%
In person election day	1%	2%	1%	1%	2%	1%	2%	1%	4%	1%	1%
Postal	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
iVote online early	92%	80%	93%	94%	93%	91%	92%	93%	80%	92%	82%
iVote online election day	4%	15%	4%	2%	3%	5%	4%	5%	14%	5%	10%
iVote telephone early	0%	0%	0%	1%	0%	0%	0%	0%	2%	0%	2%
iVote telephone election day	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Did not vote	0%	2%	0%	0%	1%	0%	0%	0%	0%	0%	1%
Net: iVote total	97%	96%	98%	97%	97%	97%	97%	98%	96%	97%	95%
Net: iVote early	93%	81%	93%	95%	94%	91%	92%	93%	82%	92%	84%
Net: iVote election day	4%	15%	4%	2%	3%	6%	4%	5%	14%	5%	11%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total voters who registered for iVote

A1 - Thinking now about the New South Wales Local Government elections that were held on Saturday, 4 December. Did you vote in this election, either by voting on election day or earlier?

A3 - Which of the following best describes how you voted? Did you vote...?

iVote participants indicated a range of reasons why they used iVote which were predominantly in relation to distance, ease, other commitments, avoiding polling places and other reasons. Note, these are not necessarily the eligibility criteria.

Distance away from polling place was the most common self-reported reason for using iVote, with one in three (33%) indicating that this was why they chose to use iVote. Specific reasons included:

- More than one in five (22%) stated that they were not in NSW on election day.
- One in ten (11%) reported that they live more than 20km from a polling place.

Around one in five (21%) participants reported that they used iVote as it was easier and more convenient.

Approximately one in six (17%) participants reported that they chose to use iVote as they wanted to avoid polling places, with the main reasons in relation to:

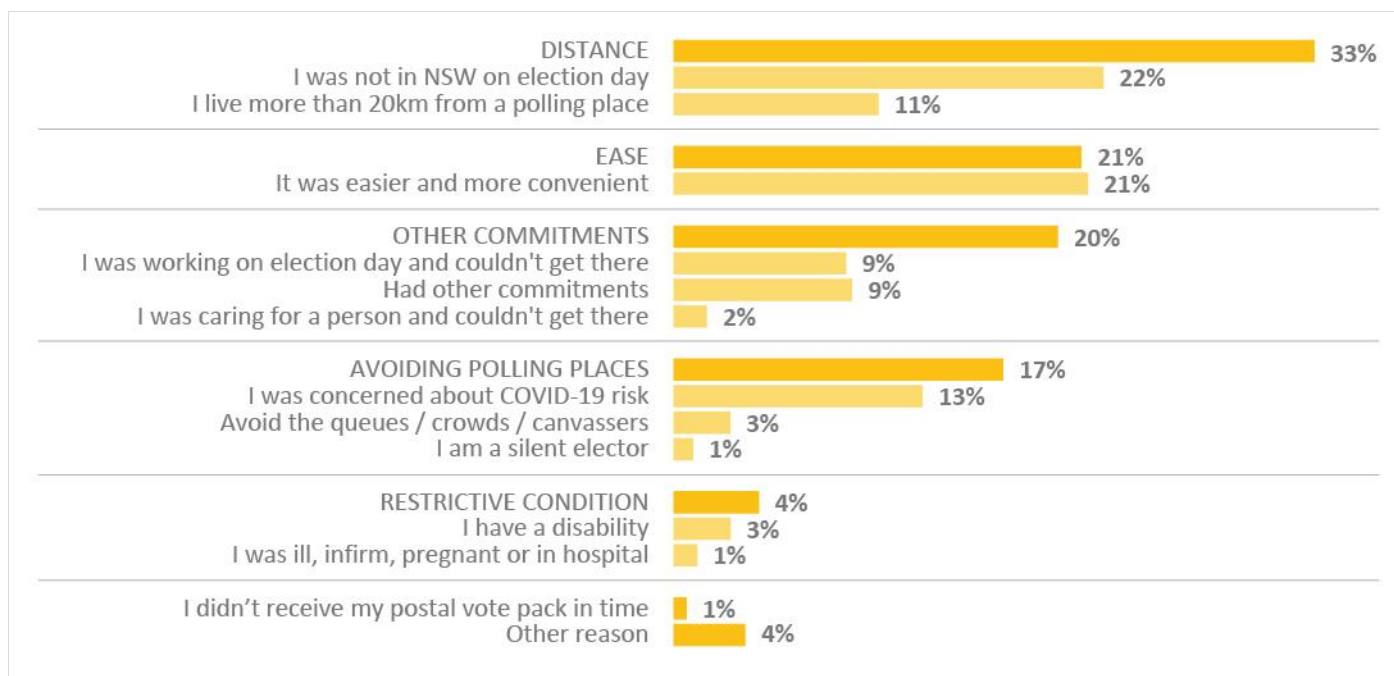
- Around one in eight (13%) reported they were concerned about COVID-19 risk.
- A small proportion (3%) reported that they wanted to avoid the queues, crowds and/or canvassers.

A further one in five (20%) participants reported that they had other commitments, in particular:

- Less than one in ten (9%) reported they had work commitments on election day and couldn't get there.
- A similar proportion (9%) reported they had other commitments.
- A small proportion (2%) stated that they had caring commitments.

Other reasons for using iVote related to participants having a restrictive condition (4%) or other reason (5%).

**Figure 43 – Self identified main reason for voting via iVote (not necessarily eligibility criteria)**



Survey – iVote Elector Survey

Base – Total iVote Users (n=3,478)

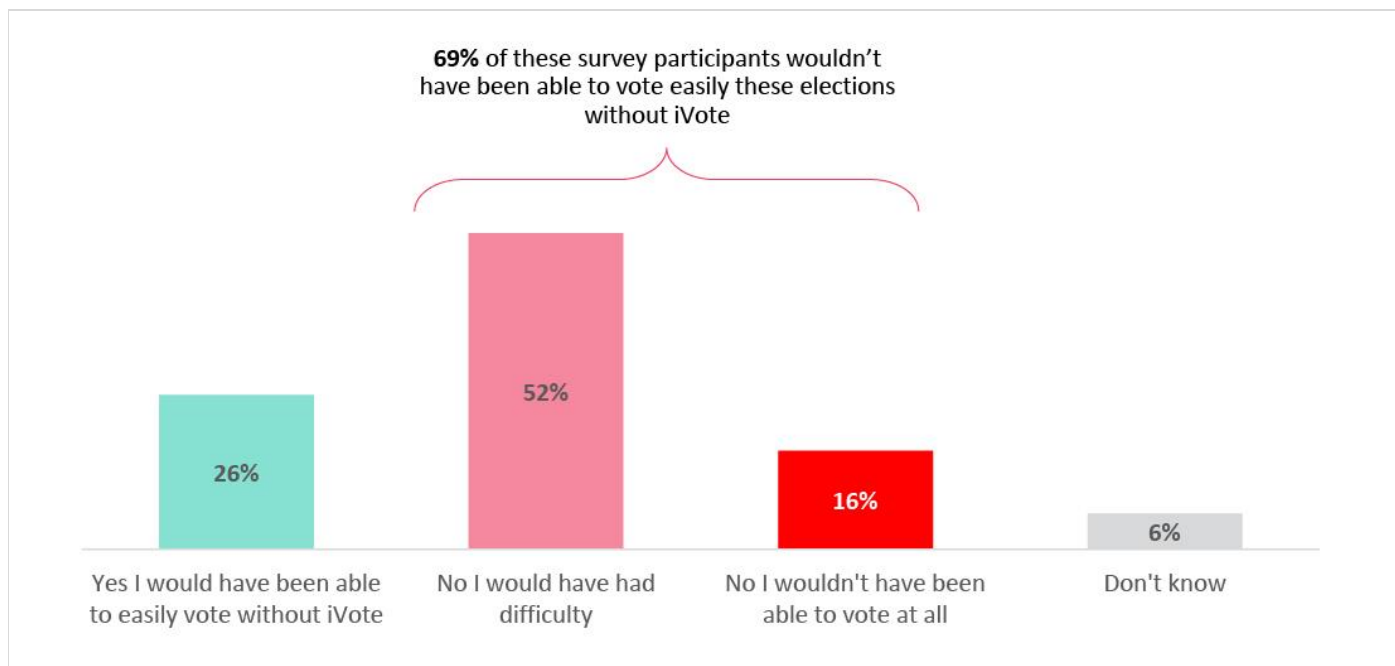
H1 - How important are the following to deliver a satisfactory iVote service: Slightly important + Extremely important

As shown in Table 42 nearly seven in ten (69%) iVote participants reported that they wouldn't have been able to vote easily in the election if iVote was not available. One in six (16%) reported that they wouldn't have been able to vote at all, with a further one in two (52%) who stated that they would have had difficulty to vote.

- Participants living with disability (74%) were significantly more likely to report that they would experience difficulty voting if iVote was not available.



Figure 42 - Difficulty to Vote in this Election, if iVote not Available

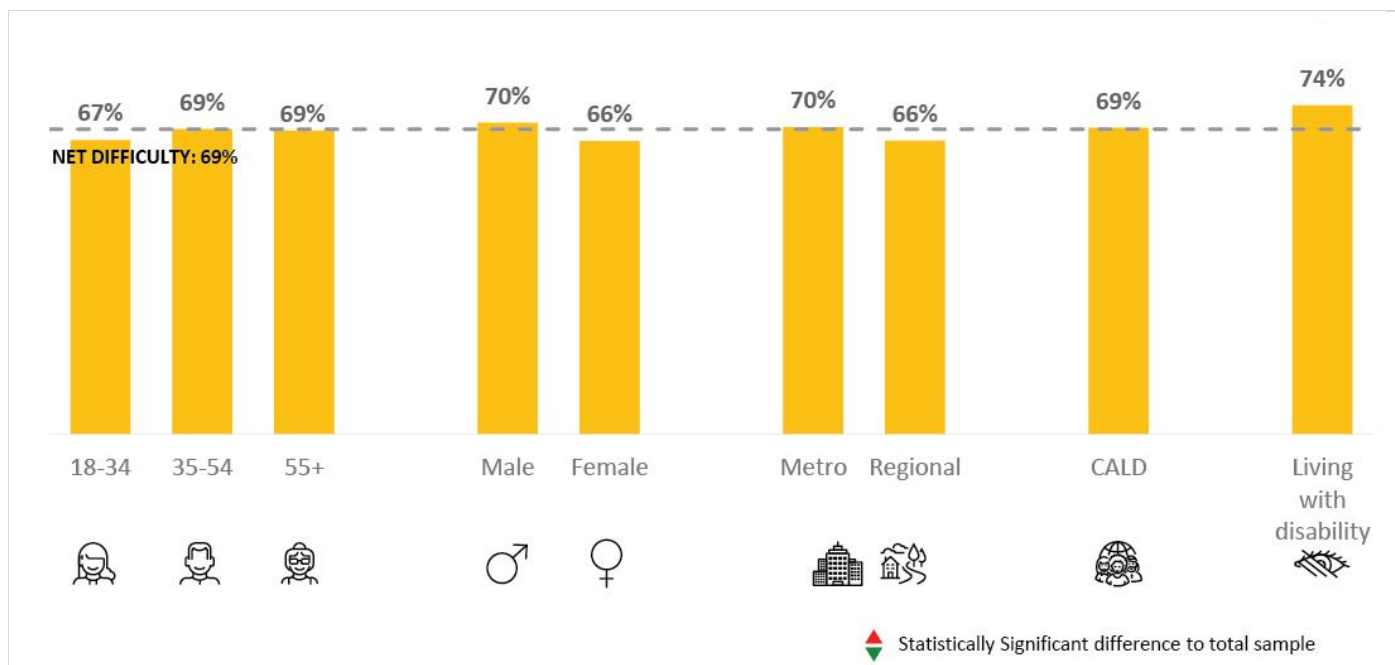


Survey – iVote Elector Survey

Base – iVote voter (n=3,478)

C4 - If iVote was not available, would you have been able to easily vote in the election?

Figure 43 - Difficulty to vote in this election, if iVote not available by subgroup



Survey – iVote Elector Survey

Base – iVote voter (n=3,478)

C4 - If iVote was not available, would you have been able to easily vote in the election?

**Table 42 - Difficulty to vote in this election, if iVote not available: by subgroup**

	AGE				GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Yes	26%	30%	26%	25%	24%	27%	24%	28%	22%	23%	22%
No- I would have had difficulty voting	52%	51%	53%	52%	53%	52%	52%	52%	50%	47%	61%
No- I wouldn't have been able to vote at all	16%	16%	16%	17%	18%	14%	17%	15%	26%	23%	14%
Don't know	6%	4%	5%	7%	6%	6%	6%	5%	3%	8%	4%
Net No	69%	67%	69%	69%	70%	66%	70%	66%	75%	69%	74%
Base number n	3478	411	1061	2006	1848	1605	2292	1186	74	753	694

Survey - iVote Elector Survey

Base – iVote voter

C4 - If iVote was not available, would you have been able to easily vote in the election?

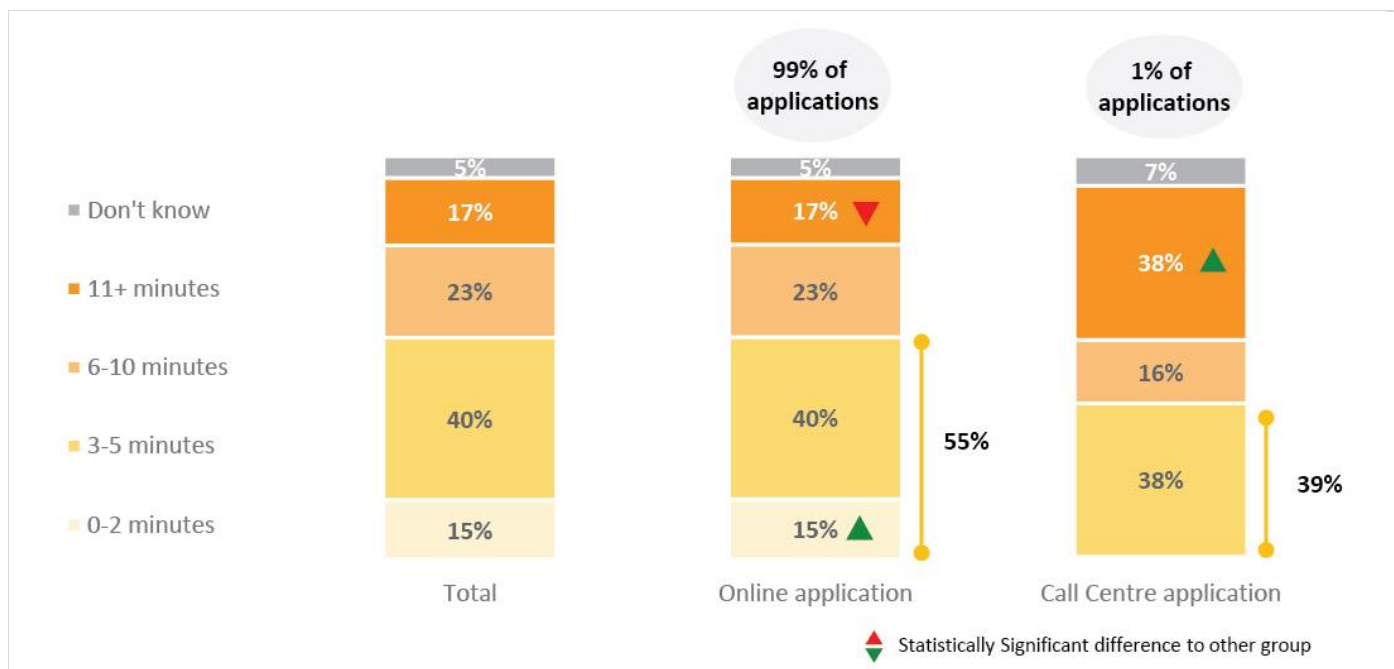
More than one in two (55%) iVote survey participants reported that the iVote application took less than 5 minutes. For two in five (40%) participants the process took approximately 3-5 minutes, with fewer that reported this was less than two minutes (15%).

However, approximately one in four participants reported this took 6-10 minutes, with a further one in six (17%) who reported that this took 11 minutes or longer.

As shown in Figure 44, there were notable differences in the time taken to apply dependent on the iVote mechanism used. Majority of participants used the online applications (99%) which had a greater proportion (55%) that took five minutes or less to complete, whereas fewer participants (38%) that applied via the call centre took this timeframe.

- Participants that voted with the online application (15%) were significantly more likely to report that this took two minutes or less.
- Participants that voted with the online application (17%) were significantly less likely to report that the application took more than eleven minutes.
- Participants who voted using the call centre were significantly more likely to report that the application took more than eleven minutes, with nearly two in five (38%) reporting this timeframe.

Figure 44 - Vote application – Time to apply



Survey – iVote Elector Survey

Base – Total iVote users (n=3,597), Recall how they applied: Total (n=2,564); Online (n=3,507); Call centre (n=57)

C6. Did you apply for iVote via the call centre or online? C7 - Approximately how long did it take for you to apply to use iVote, excluding the time to cast your vote?

Table 43 - Time to apply for iVote: by subgroup

	AGE				GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Online	98%	99%	98%	98%	98%	98%	98%	98%	96%	98%	95%
Call centre	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	4%
Don't remember	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Base number n	3597	429	1086	2082	1915	1656	2375	1222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote users (n=3,597), Recall how they applied: Total (n=2,564), Online (n=3,507); Call centre (n=57)

C6. Did you apply for iVote via the call centre or online? C7 - Approximately how long did it take for you to apply to use iVote, excluding the time to cast your vote?

### Verification of iVote

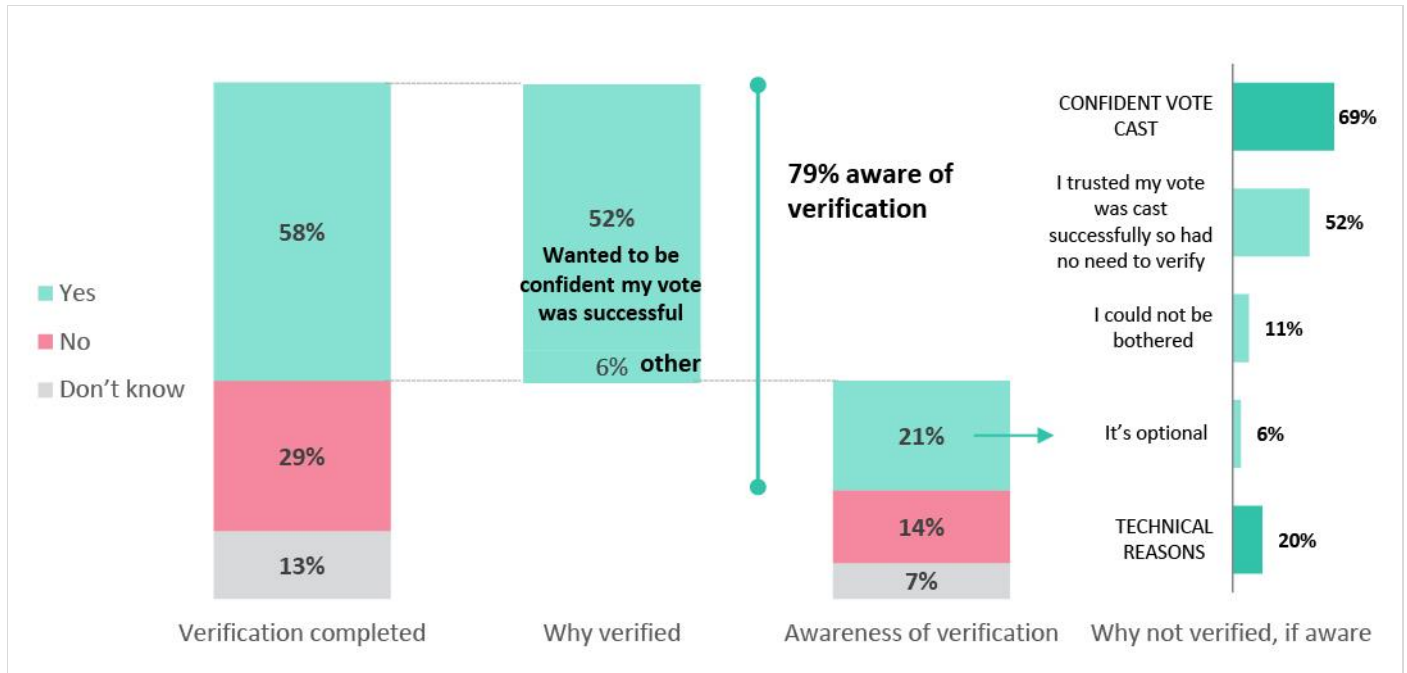
Overall, nearly four in five (79%) participants stated that they were aware of the option to verify their vote. As shown in Figure 45, nearly three in five (58%) participants verified their vote.

Three in ten (29%) reported that they did not verify their vote and a further one in eight (13%) reported they were uncertain whether or not they verified their vote. Among these participants, one in five (21%) were aware, one in seven (17%) reported that they were not aware and 7% noted that they were uncertain whether or not they were aware that they could verify their vote.

Of the participants who did not verify their vote but were aware that they could, a range of explanations were provided:

- One in two (52%) participants reported that they trusted their vote was cast successfully so had no need to verify.
- One in five (20%) participants reported that they had technical issues.
- One in ten (11%) participants stated that they could not be bothered.
- A smaller proportion (6%) recalled that it was optional.

Figure 45 - Verification of iVote



Survey – iVote Elector Survey

Base – iVote voters who verified their vote (n=1,999); iVote voters who did not verify their vote (n=1,451); iVote users did not verify but were aware they could verify (n=638)

D5 - What is the main reason you verified your vote? D3. Were you aware that you could verify your vote? D4. What is the main reason you did not verify?

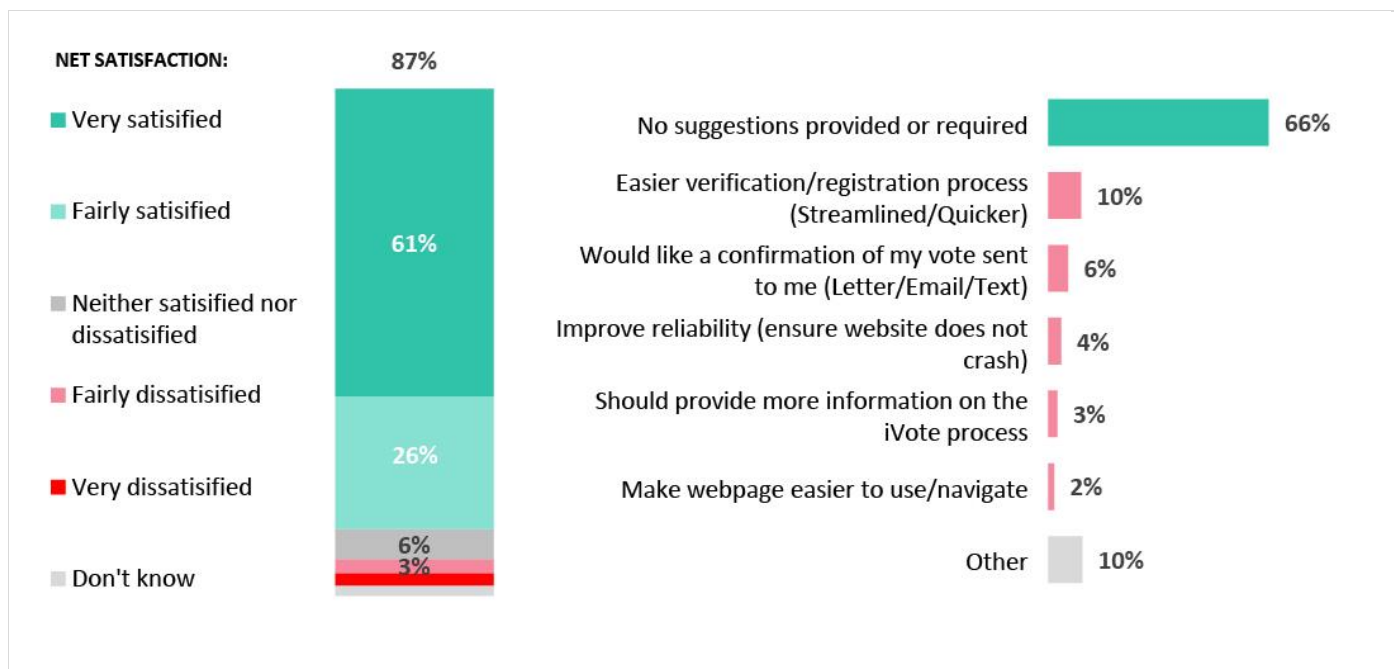
### Satisfaction with verification process

Overall, participants were satisfied with the verification process, with three in five (61%) that reported they were very satisfied and one in four (26%) that were fairly satisfied.

Two in three (66%) of participants who verified their vote did not provide any suggestions for improvements. Of the one in three (34%) of participants who made suggestions, these related to:

- Easier verification/registration process (10%)
- A confirmation of my vote sent to via letter, email or text (6%)
- Improve reliability (4%)
- More information on the iVote process (3%)
- Other opportunities (12%)

Figure 46 - Satisfaction/Suggestions for the Verification Process



Survey – iVote Elector Survey

Base – iVote voters who verified their vote (n=1,999)

D8. Were you satisfied or dissatisfied with the verification process?

Table 44 - Satisfaction with verification process: by subgroup

	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY	
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Very satisfied	61%	64%	63%	59%	59%	63%	58%	65%	61%	56%	67%
Fairly satisfied	26%	25%	25%	27%	28%	24%	28%	23%	23%	30%	25%
Neither satisfied nor dissatisfied	6%	6%	6%	6%	7%	5%	6%	7%	10%	6%	3%
Fairly dissatisfied	3%	2%	3%	3%	3%	3%	4%	1%	0%	1%	1%
Very dissatisfied	2%	1%	2%	3%	2%	3%	2%	3%	6%	4%	2%
Don't know/can't comment/not applicable	2%	3%	1%	2%	2%	2%	2%	1%	0%	2%	1%
Net Satisfied	87%	89%	88%	85%	87%	87%	86%	88%	84%	86%	92%
Net Dissatisfied	5%	3%	5%	6%	5%	6%	6%	4%	6%	5%	3%
Base number n	1,999	255	601	1,143	1,058	928	1,304	695	44	457	404

Survey – iVote Elector Survey

Base – iVote voters who verified their vote

D8. Were you satisfied or dissatisfied with the verification process?

**Table 45 - Ways to improve iVote verification process: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
NET: No recommendations	66%	69%	63%	67%	64%	70%	64%	71%	70%	61%	70%
Easier verification/registration process (Streamlined/Quicker)	10%	9%	12%	9%	12%	8%	11%	7%	5%	11%	7%
Would like a confirmation of my vote sent to me (Letter/Email/Text)	6%	7%	8%	5%	6%	6%	7%	4%	3%	9%	4%
Improve reliability (ensure website does not crash)	4%	4%	2%	5%	4%	4%	4%	4%	6%	3%	5%
Should provide more information on the iVote process	3%	2%	2%	3%	2%	4%	3%	3%	3%	3%	2%
Make webpage easier to use/navigate	2%	2%	2%	2%	2%	2%	2%	1%	0%	2%	2%
Other (specify)	8%	6%	8%	8%	9%	6%	8%	8%	13%	9%	7%
Base number n	2,728	323	840	1,565	1,476	1,235	1,794	934	55	601	547

Survey – iVote Elector Survey

Base – iVote voters who verified their vote

D11. How could we improve the iVote verification process?

**Issues with iVote process**

Majority of iVote participants (85%) reported that they did not have an issue with the iVote process. Less than one in six (15%) reported that they had an issue with the process, which included issues with:

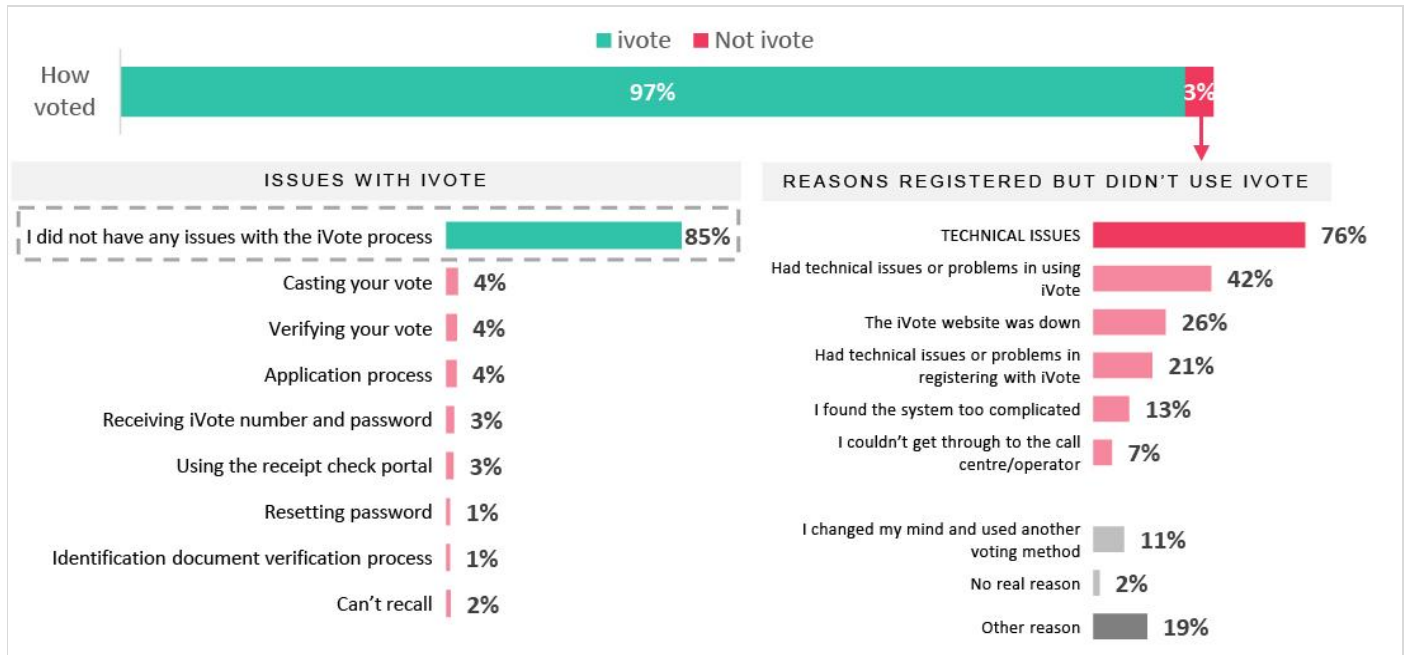
- Casting their vote (4%)
- Verifying their vote (4%)
- Application process (4%)
- Receiving iVote number and password (3%)
- Using the receipt check portal (3%)
- Other (2%)

As shown in Figure 47, three in four (76%) participants who registered but did not use iVote reported that they experienced technical issues. These participants indicated a range of technical issues, including:

- Two in five (42%) reported technical issues or problems using iVote.
- One in four (26%) reported the iVote website was down.
- One in five (21%) reported technical issues or problems in registering with iVote
- Around one in eight (13%) reported that they found the system was too complicated.

- One in fourteen (7%) reported that they couldn't get through to the call centre/operator.

Figure 47 - Issues with iVote



Survey – iVote Elector Survey

Base – Attempted to use iVote but did not (n=94)

A8. For what reasons did you decide not to use iVote in the end?

Table 46 - reasons registered but did not use iVote: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY	
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES	
TECHNICAL ISSUES	Had technical issues or problems in using iVote	42%	71%	22%	42%	43%	43%	42%	43%	50%	36%	29%
	The iVote website was down	26%	41%	21%	23%	30%	21%	30%	15%	0%	38%	11%
	Had technical issues or problems in registering with iVote	21%	10%	15%	28%	21%	22%	23%	16%	50%	22%	33%
	I found the system too complicated	13%	0%	22%	13%	11%	12%	8%	26%	0%	16%	15%
	I couldn't get through to the call centre/operator	7%	14%	0%	7%	12%	0%	9%	0%	0%	15%	0%
TECHNICAL ISSUES NET	76%	79%	79%	73%	78%	72%	74%	79%	100%	62%	62%	
SECURITY CONCERNS	I changed my mind and used another voting method	11%	9%	10%	12%	10%	12%	7%	20%	0%	15%	4%
	Concerned about security and online approach	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Concerned about my private details linked to vote	1%	5%	0%	0%	2%	0%	1%	0%	0%	6%	12%
	SECURITY NET	1%	5%	0%	0%	2%	0%	1%	0%	0%	6%	12%
	Decided not to vote at all	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Forgot and had to vote in person on the day	0%	0%	1%	0%	1%	0%	0%	0%	0%	2%	4%	
Just wanted to see what iVote was didn't really intend to use	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	

No real reason	2%	0%	0%	4%	3%	1%	2%	2%	0%	0%	11%
Other (Specify)	19%	9%	15%	25%	14%	26%	20%	18%	0%	25%	11%
Don't know	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	4%
Base number n	94	17*	21*	56	53	40	63	31	2*	17*	25*

Survey – iVote Elector Survey

Base – Attempted to use iVote but did not, \* Denotes small sample size and caution should be exercised

A8. For what reasons did you decide not to use iVote in the end?

Table 47 - issues with iVote: by subgroup

	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY	
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
I did not have any issues with the iVote process	85%	85%	85%	84%	84%	85%	84%	86%	80%	85%	84%
Casting your vote	4%	6%	5%	3%	5%	3%	5%	3%	3%	3%	3%
Verifying your vote	4%	4%	3%	4%	4%	3%	4%	3%	5%	4%	2%
Application process	4%	3%	4%	4%	4%	3%	4%	3%	6%	3%	4%
Receiving iVote number and password	3%	3%	3%	3%	3%	3%	3%	2%	6%	3%	4%
Using the receipt check portal	3%	2%	3%	3%	3%	2%	3%	2%	3%	3%	2%
Resetting password	1%	1%	1%	1%	1%	2%	2%	1%	0%	1%	3%
Identification document verification process	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
Can't recall	2%	1%	2%	2%	2%	2%	2%	1%	2%	3%	2%
Base number n	3,450	408	1,057	1,985	1,838	1,588	2,270	1,180	72	747	676

Survey – iVote Elector Survey

Base – Total iVote electors (n=3,450)

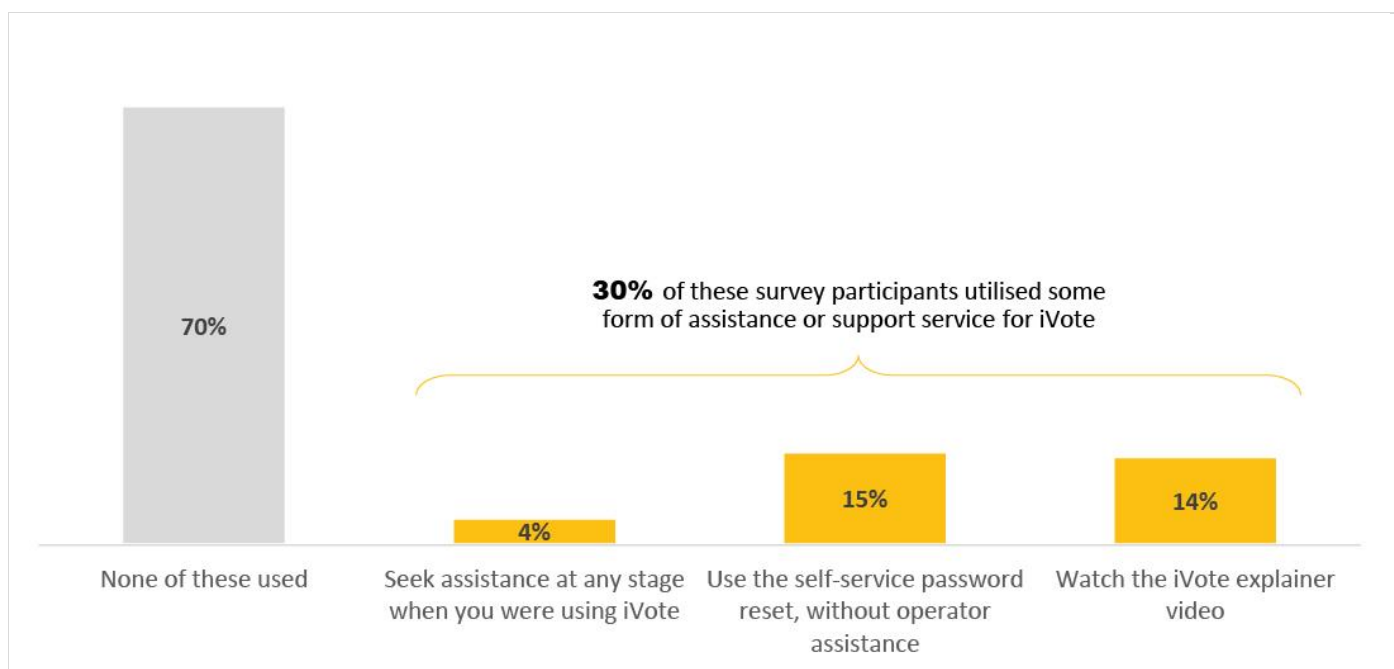
A9. Did you have any issues with the following parts of the iVote process?

### Assistance sought

Three in ten (30%) participants recalled using some form of assistance or support service for iVote. Of these participants, most (15%) used the self-service password reset without operator assistance. A similar proportion of participants (14%) reported that they watched the iVote explainer video. Fewer participants (4%) reported that they needed to seek assistance at any stage when they were using iVote.



Figure 48 - Use of assistance and support services provided for iVote



Survey – iVote Elector Survey

Base – Total iVote user (n=3,597)

E1. Did you do any of the following?

Table 48 - Use of iVote assistance and support services: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Seek assistance at any stage when you were using iVote	4%	4%	3%	5%	4%	4%	4%	4%	12%	4%	8%
Use the self-service password reset, without operator assistance	15%	19%	13%	15%	12%	18%	15%	15%	28%	19%	23%
Watch the iVote explainer video	14%	11%	12%	16%	15%	13%	15%	11%	11%	18%	18%
None of these	70%	70%	75%	67%	71%	68%	69%	73%	53%	63%	58%
Net Used	30%	30%	25%	33%	29%	32%	31%	27%	47%	37%	42%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote user

E1. Did you do any of the following?

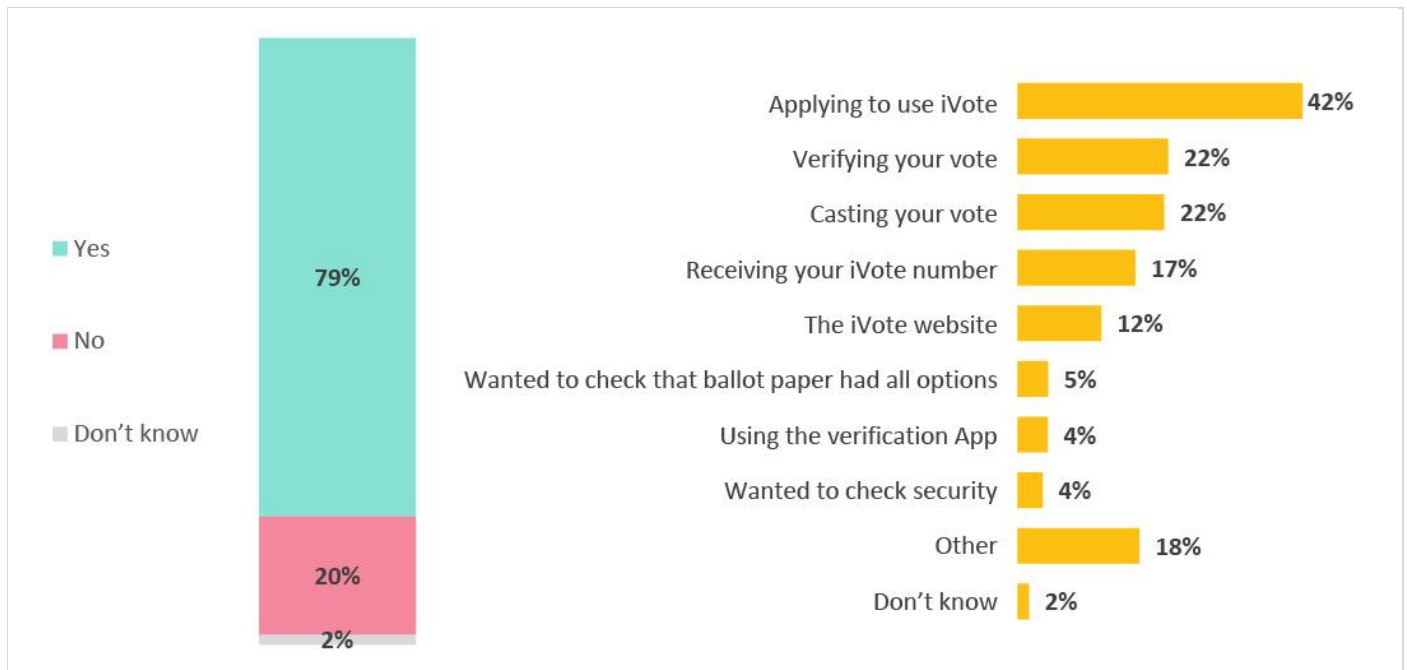
Of the participants who reported that they sought assistance, nearly four in five (79%) stated that they received the assistance they needed. However, there were one in five (20%) participants who reported that they did not receive the assistance they were seeking.

Participants that sought assistance for iVote recalled that they needed assistance with a range of issues:

- Two in five (42%) reported that they needed assistance with applying to use iVote.

- One in five (22%) reported that they needed assistance with verifying their vote.
- One in five (22%) reported that they needed assistance with casting their vote.
- Fewer than one in five (17%) reported that they needed help to receiving their iVote number.
- More than one in nine (12%) reported that they needed assistance with the iVote website.
- Fewer participants reported that they wanted assistance with checking that the ballot paper had all options (5%), using the verification App (4%) or to check security (4%).
- Nearly one in five (18%) reported another issue.

Figure 49 - Received assistance sought/issues that assistance was sought for



Survey – iVote Elector Survey

Base – iVote voters who sought assistance (n=177)

E2. What did you seek assistance about?

**Table 49 - Reasons that assistance was sought: by subgroup**

	AGE				GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Applying to use iVote	42%	49%	35%	44%	39%	48%	42%	43%	52%	36%	32%
Verifying your vote	22%	19%	31%	20%	22%	22%	24%	19%	0%	27%	18%
Casting your vote	22%	35%	34%	16%	23%	21%	24%	17%	15%	35%	17%
Receiving your iVote number (This is the eight-digit number you would have received by email, mail, phone or SMS)	17%	14%	27%	15%	15%	18%	17%	20%	37%	21%	17%
The iVote website	12%	19%	14%	11%	14%	10%	11%	15%	7%	8%	8%
Wanted to check that ballot paper had all options	5%	7%	11%	2%	5%	2%	5%	5%	15%	8%	5%
Using the verification App	4%	7%	4%	4%	5%	5%	5%	4%	0%	8%	7%
Wanted to check security	4%	0%	7%	3%	4%	3%	5%	1%	0%	8%	7%
Other (Specify)	18%	14%	16%	19%	19%	18%	13%	30%	34%	12%	33%
Don't know	2%	0%	3%	2%	0%	3%	2%	0%	0%	3%	9%
<i>Base number n</i>	<i>177</i>	<i>19*</i>	<i>39</i>	<i>119</i>	<i>85</i>	<i>89</i>	<i>120</i>	<i>57</i>	<i>8*</i>	<i>36</i>	<i>53</i>

Survey – iVote Elector Survey

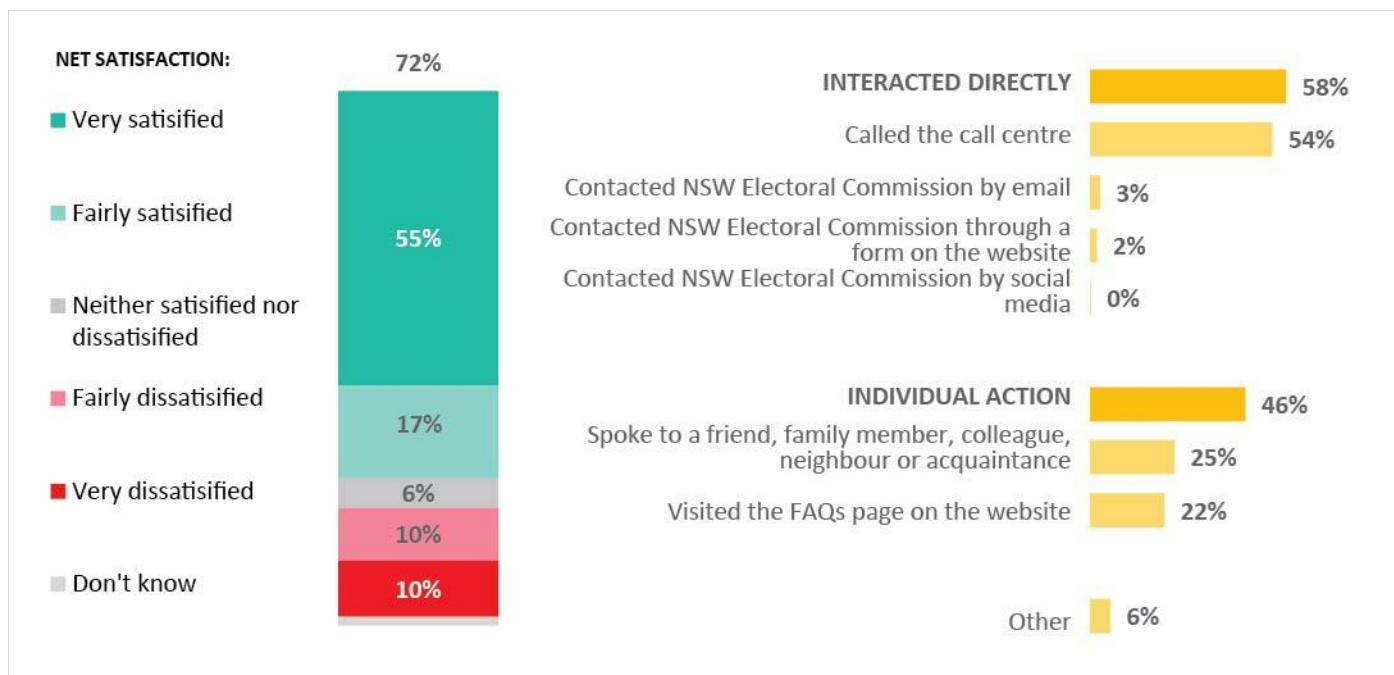
Base – iVote voters who sought assistance

E2. What did you seek assistance about?

iVote survey participants identified two main ways that they sought assistance, either direct interaction with NSW Electoral Commission or individual action. Nearly three in five (58%) interacted directly with NSW Electoral Commission, the most commonly reported method was calling the NSW Electoral Commission call centre. More than one in two (54%) participants who received assistance reported utilising this method. Other methods of direct assistance included contacting NSW Electoral Commission by email (3%) or through a contact form on the website (2%).

Nearly one in two (46%) participants took their own action to get assistance. One in four (25%) reported that they visited the FAQ section on the NSW Electoral Commission website. Alternatively, one in five (22%) recalled asking a friend, family member, colleague, neighbour or acquaintance for assistance.

Figure 50 - Method of receiving assistance/satisfaction with assistance received



Survey – iVote Elector Survey

Base – iVote voters who sought assistance n=177

E3. How did you seek assistance E5. Were you satisfied or dissatisfied with the assistance you received?

Table 50 - Method of receiving assistance: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY	
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES	
INTERACTED DIRECTLY	Called the call centre	54%	54%	41%	59%	55%	51%	53%	57%	66%	41%	45%
	Contacted NSW Electoral Commission by email	3%	5%	2%	3%	3%	4%	2%	7%	0%	0%	0%
	Contacted NSW Electoral Commission through a survey on the website	2%	0%	3%	1%	0%	2%	2%	0%	15%	7%	0%
	Contacted NSW Electoral Commission by social media	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	2%
	Contacted NSW Electoral Commission by text message	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	<b>INTERACTED DIRECTLY NET</b>	<b>58%</b>	<b>54%</b>	<b>43%</b>	<b>63%</b>	<b>58%</b>	<b>55%</b>	<b>56%</b>	<b>63%</b>	<b>66%</b>	<b>44%</b>	<b>47%</b>
INDIVIDUAL ACTION	Spoke to a friend, family member, colleague, neighbour or acquaintance	25%	28%	26%	25%	21%	29%	25%	26%	55%	29%	34%
	Visited the FAQs page on the website	22%	21%	44%	15%	25%	18%	24%	17%	22%	31%	2%
	<b>INDIVIDUAL NET</b>	<b>46%</b>	<b>49%</b>	<b>62%</b>	<b>39%</b>	<b>45%</b>	<b>46%</b>	<b>48%</b>	<b>40%</b>	<b>55%</b>	<b>53%</b>	<b>36%</b>
	Other (Specify)	6%	7%	7%	6%	8%	3%	5%	9%	15%	10%	5%
	I did not seek assistance	2%	0%	7%	1%	0%	5%	3%	0%	0%	6%	7%
	Don't know	1%	2%	0%	1%	0%	1%	1%	1%	0%	1%	5%
	<b>Base number n</b>	<b>177</b>	<b>19*</b>	<b>39</b>	<b>119</b>	<b>85</b>	<b>89</b>	<b>120</b>	<b>57</b>	<b>8*</b>	<b>36</b>	<b>53</b>

Survey – iVote Elector Survey

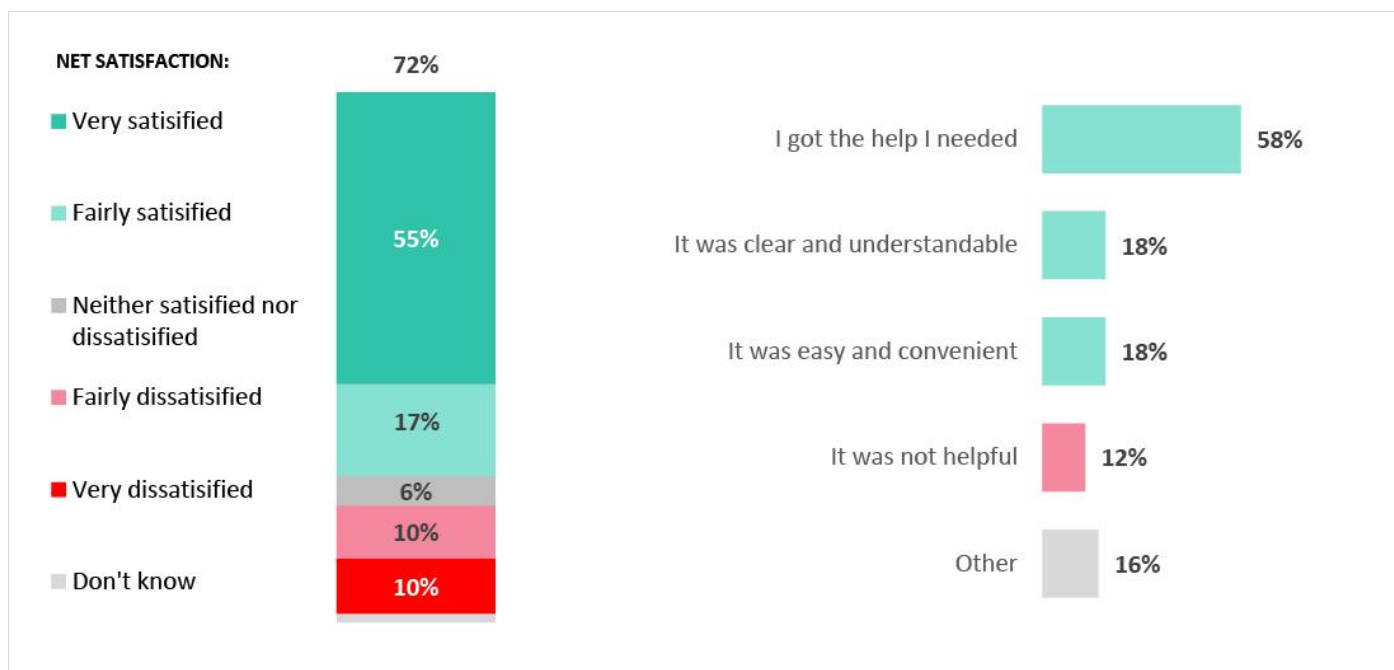
Base – iVote voters who sought assistance (2021)

E3. How did you seek assistance E5. Were you satisfied or dissatisfied with the assistance you received?

As shown in Figure 50, seven in ten (72%) participants reported that they were satisfied with the assistance that they received, with more than one in two (55%) very satisfied. Nearly three in five (58%) participants reported that they were satisfied as they got the help that they needed. In addition, nearly one in five participants (18%) reported that it was clear and understandable. A similar proportion (18%) reported that it was easy and convenient.

However, one in five (20%) participants reported that they were dissatisfied with the assistance that they received. The most common reason for dissatisfaction was that the assistance was not helpful (12%).

Figure 51 - Satisfaction with assistance received



Survey - iVote Elector Survey

Base – Received assistance (n=177)

E5. Were you satisfied or dissatisfied with the assistance you received? E6. And why were you [satisfied/dissatisfied]?

Table 51 - Satisfaction with assistance received: by subgroup

	AGE			GENDER		COUNCIL CLASSIFICATION		INDIGENOUS YES	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY	
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO		REGIONAL	YES	YES
Very satisfied	55%	52%	52%	56%	46%	66%	53%	60%	85%	52%	69%
Fairly satisfied	17%	16%	18%	18%	22%	12%	18%	17%	0%	22%	8%
Neither satisfied nor dissatisfied	6%	14%	7%	4%	7%	4%	6%	5%	0%	7%	5%
Fairly dissatisfied	10%	9%	10%	10%	10%	10%	8%	15%	0%	3%	3%
Very dissatisfied	10%	9%	10%	11%	15%	4%	14%	3%	15%	14%	5%
Don't know/can't comment/not applicable	2%	0%	3%	1%	0%	4%	2%	1%	0%	3%	9%
Net Satisfied	72%	68%	70%	74%	68%	78%	71%	76%	85%	74%	78%
Net Dissatisfied	20%	18%	20%	21%	25%	14%	21%	18%	15%	17%	8%
Base number n	177	19*	39	119	85	89	120	57	8*	36	53

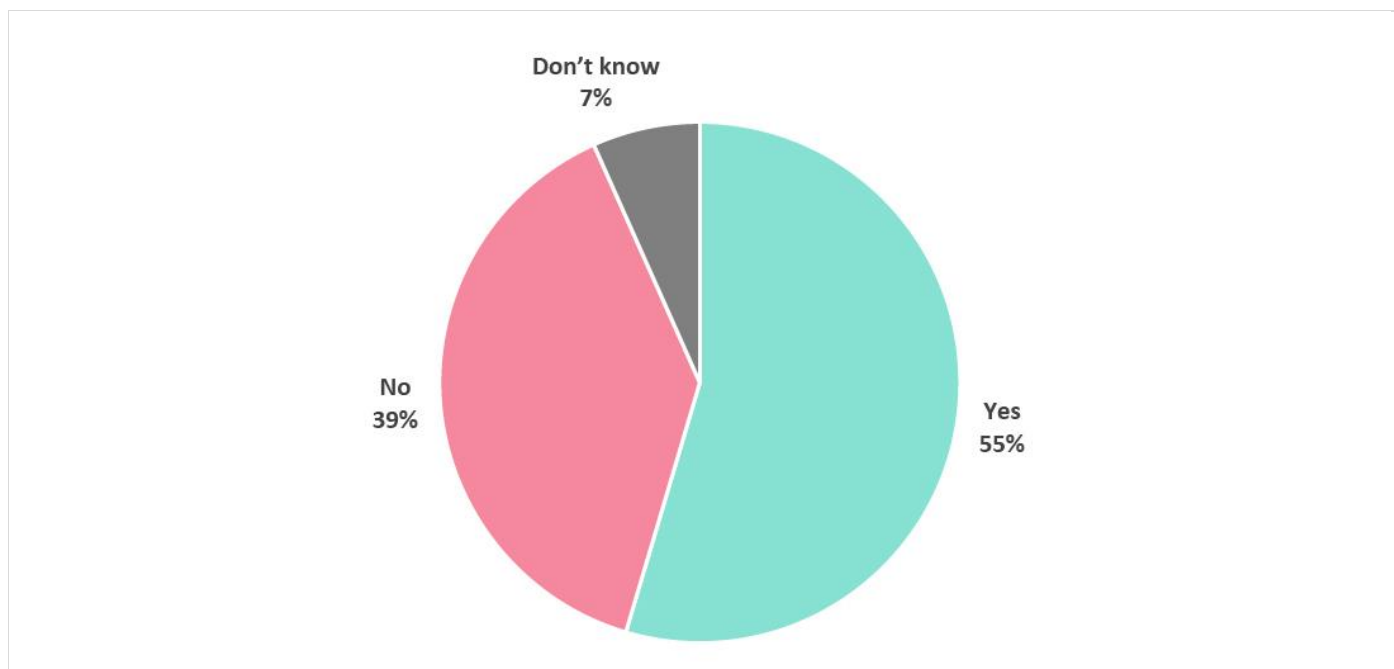
E5. Were you satisfied or dissatisfied with the assistance you received?

#### 4.4 Information and media

More than one in two participants (55%) reported they were aware that registered electoral material (how to vote information) was available on the NSW Election Commission website. However, there were two in five (39%) that were not aware and 7% that were uncertain.

- Participants who were aged 55 years and over were significantly more likely to be aware that electoral material was available on the NSW Election Commission website, whereas those aged 18-34 and 35-54 years were significantly less likely.
- One in two (50%) CALD participants reported they were aware, which was significantly lower than the total metric (55%).

Figure 52 - Awareness that electoral material was available on the NSW Electoral Commission website



F8 - Were you aware that electoral material produced by candidates, parties and political participants was available on the NSW Electoral Commission website?

**Table 52 - Awareness that electoral material is available on NSW Electoral Commission website: by subgroup**

	AGE				GENDER		COUNCIL CLASSIFICATION		INDIGENOUS	LANGUAGE OTHER THAN ENGLISH	LIVING WITH DISABILITY
	TOTAL	18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	YES	YES	YES
Yes	55%	41%	47%	62%	56%	53%	53%	57%	49%	50%	57%
No	39%	53%	45%	32%	37%	41%	39%	38%	49%	38%	37%
Don't know	7%	6%	8%	6%	7%	6%	8%	5%	3%	12%	6%
Base number n	3,597	429	1,086	2,082	1,915	1,656	2,375	1,222	76	775	729

Survey – iVote Elector Survey

Base – Total iVote Users (2021)

F8 - Were you aware that electoral material produced by candidates, parties and political participants was available on the NSW Electoral Commission website?

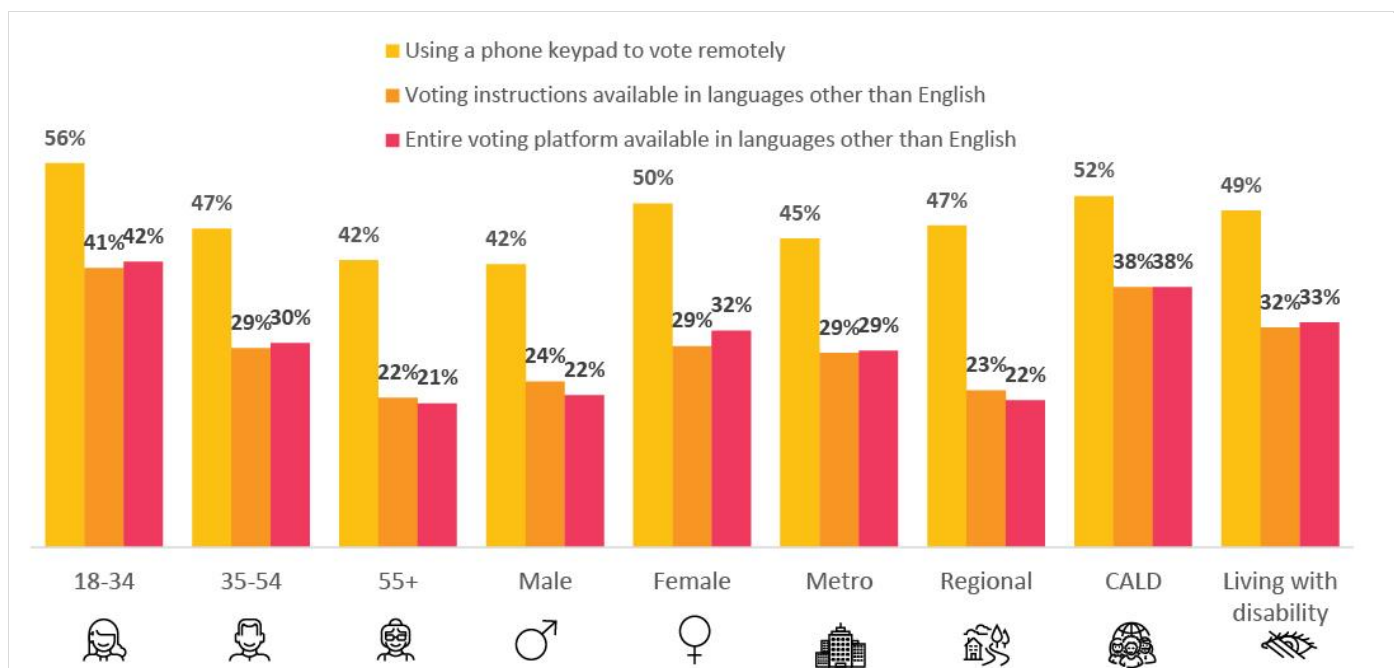
### 4.5 Future improvements

The majority of participants (95%) stated that they were likely to use iVote again in the future, with nearly nine in ten (98%) very likely. It should be noted that iVote won't be available in the 2023 NSW State general election.

As shown in Figure 53, participants expressed interest in a range of prompted ideas about iVote in the future. Nearly one in two (45%) participants reported that they would be interested in using a phone keypad to vote remotely, with one in four (25%) that were extremely interested.

More than one in four (27%) were interested in voting instructions available in languages other than English, with around one in seven (15%) extremely interested. Similarly, more than one in four (27%) would like the entire voting platform available in languages other than English, with around one in seven (14%) extremely interested.

**Figure 53 - Areas of interest for future voting**



Survey – iVote Elector Survey

Base – Total iVote Users (n=3,597)

H2 - Which of the following are you interested in

A woman in a business suit is smiling and putting a white envelope into a ballot box. The image is partially obscured by a black text box.

## 5. CALD in Language Survey Findings

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## 5. CALD In Language Survey Findings

### 5.1 Overview

As part of the CALD Survey, 150 NSW electors who didn't speak English well took part in a 15-minute quantitative survey conducted by an in-language translator via CATI phone interviews. This included 50 NSW electors per language spoken: Mandarin, Arabic and Cantonese. This took place between 5 December and 16 December 2021.

This component of the research aimed to gain a representative view of the opinions of CALD voters from Mandarin-speaking, Arabic-speaking and Cantonese-speaking backgrounds to evaluate NSW Electoral Commission services at the 2021 NSW Local Council elections. The CALD survey was conducted to maximise inclusiveness and accessibility, understanding the primary concerns and issues for CALD speakers in order to improve services in future elections.

### Methodology

Table 53 provides an overview of demographic data of participants from each in-language cohort:

*Table 53 - Demographic data for in language survey*

	COLUMN %	TOTAL	LANGUAGE SPOKEN		
			ARABIC	MANDARIN	CANTONESE
<b>Age</b>	18-44	37%	20%	44%	46%
	45-64	42%	48%	40%	38%
	65+	21%	32%	16%	16%
<b>Gender</b>	Male	29%	34%	16%	36%
	Female	71%	66%	84%	64%
<b>Mode of voting</b>	Pre poll	19%	20%	18%	18%
	Election day	53%	64%	56%	38%
	Postal	5%	2%	8%	4%
	iVote	23%	14%	16%	38%
	Non-voter	1%	0%	2%	2%
	<i>Base number n</i>	<i>150</i>	<i>50</i>	<i>50</i>	<i>50</i>

*Survey – CALD In Language Survey*

*Base – Total electors and non-electors (2021)*

*S5 To ensure we have a broad mix of participants in the survey... What is your age? S6 What gender do you identify as? S10 Thinking now of the Local Government elections or Council elections held 4th December 2021, did you vote – either on election day or earlier? S11 Which of the following best describes how you voted? Did you vote...?*

### Key findings

There was variation in performance of key metrics between the language spoken by participants in the CALD survey. All four key metrics performed highest among Mandarin-speaking participants, with this significantly higher for confidence in the accuracy of election results (94%) and satisfaction that the election was conducted fairly and impartially (82%). In contrast, significantly fewer Cantonese-speaking participants reported that they were satisfied that the election was conducted fairly and impartially (44%) and overall satisfaction with the voting experience (63%).

Voting on election day was the most common method among Mandarin-speaking (64%) and Arabic-speaking participants (56%), whereas there were significantly more Cantonese-speaking participants who reported using iVote.

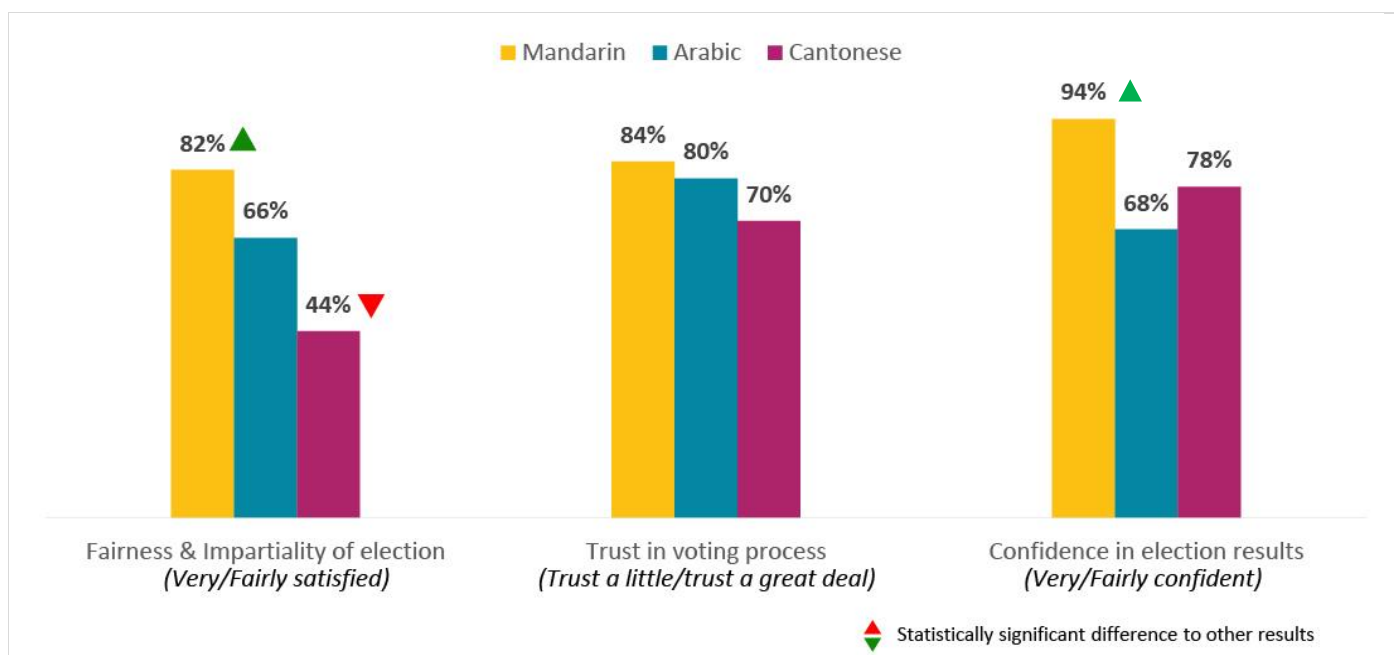
Mandarin-speaking (21%) and Arabic-speaking (32%) participants relied upon families, friends and neighbours as a source of election information at a rate greater than the Core survey (15%). Nearly two in three (64%) Mandarin-

speaking participants were significantly more likely to state that they did not have any additional information needs compared to Arabic-speaking (8%) and Cantonese-speaking (24%) participants. Arabic-speaking participants were significantly more likely to state that they would like to receive all prompted information types compared to Mandarin-speaking and Cantonese-speaking participants.

## 5.2 Key Metrics Summary

Similar to the other stakeholder surveys conducted for the 2021 elections, there were four key metrics measured. As shown in Figure 54, there was some variation in the key metrics between the language spoken by participants.

Figure 54 - Overall key performance indicators (Top 2 Boxes)



Survey – CALD In Language Survey

Base – Total electors and non-electors: Mandarin-speaking (n=50); Arabic-speaking (n=50); Cantonese-speaking (n=50)

A1 Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially? A4 To what extent do you trust or distrust the voting process? D15 Overall, how confident are you that the election results are accurate?

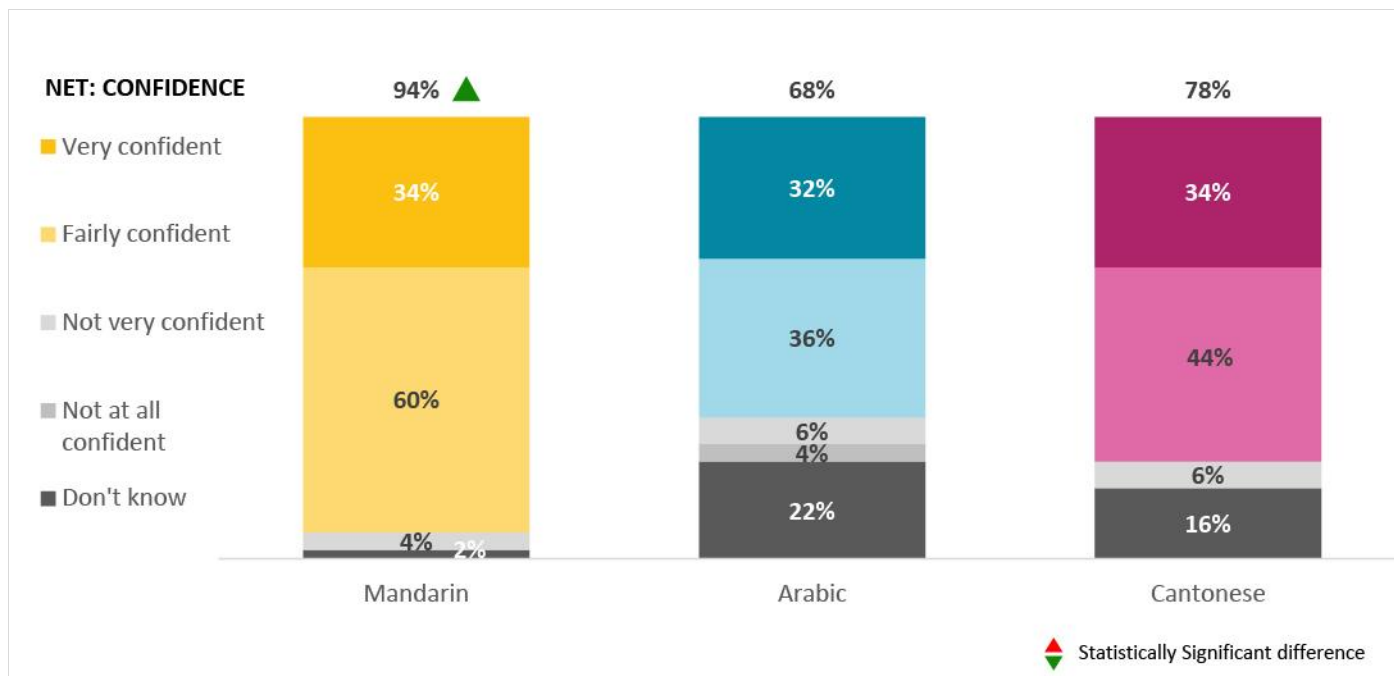
### Confidence in election results

Confidence that election results were accurate was a metric with relatively high performance across languages spoken, with this highest in Mandarin-speaking participants. Majority of Mandarin-speaking participants (94%) reported they were confident election results were accurate, with one in three (34%) who were very confident and three in five (60%) fairly confident.

Nearly four in five (78%) Cantonese-speaking participants reported that they were confident in election results, with around one in three (34%) who were very confident.

This metric had lower performance among Arabic-speaking participants (68%), however, a similar proportion reported that they were fairly confident (32%) compared to the other language cohorts.

Figure 55 - Confidence in election results



Survey – CALD In Language Survey

Base – All who voted: Mandarin-speaking (n=50); Arabic-speaking (n=50); Cantonese-speaking (n=50)

D15 - Overall, how confident are you that the election results are accurate?

Table 54 - Confidence in accuracy of election results: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Very confident	33%	32%	34%	34%	22%	46%	28%	47%	28%
Fairly confident	47%	36%	60%	44%	55%	40%	47%	47%	47%
Not very confident	5%	6%	4%	6%	5%	0%	16%	2%	7%
Not at all confident	1%	4%	0%	0%	2%	2%	0%	2%	1%
Don't know	13%	22%	2%	16%	16%	13%	9%	2%	18%
Net Confident	80%	68%	94%	78%	76%	86%	75%	93%	75%
Net Not Confident	7%	10%	4%	6%	7%	2%	16%	5%	7%
Base number n	150	50	50	50	55	63	32	43	107

Survey – CALD In Language Survey

Base – Total electors and non-electors (2021)

D15 - Overall, how confident are you that the election results are accurate?

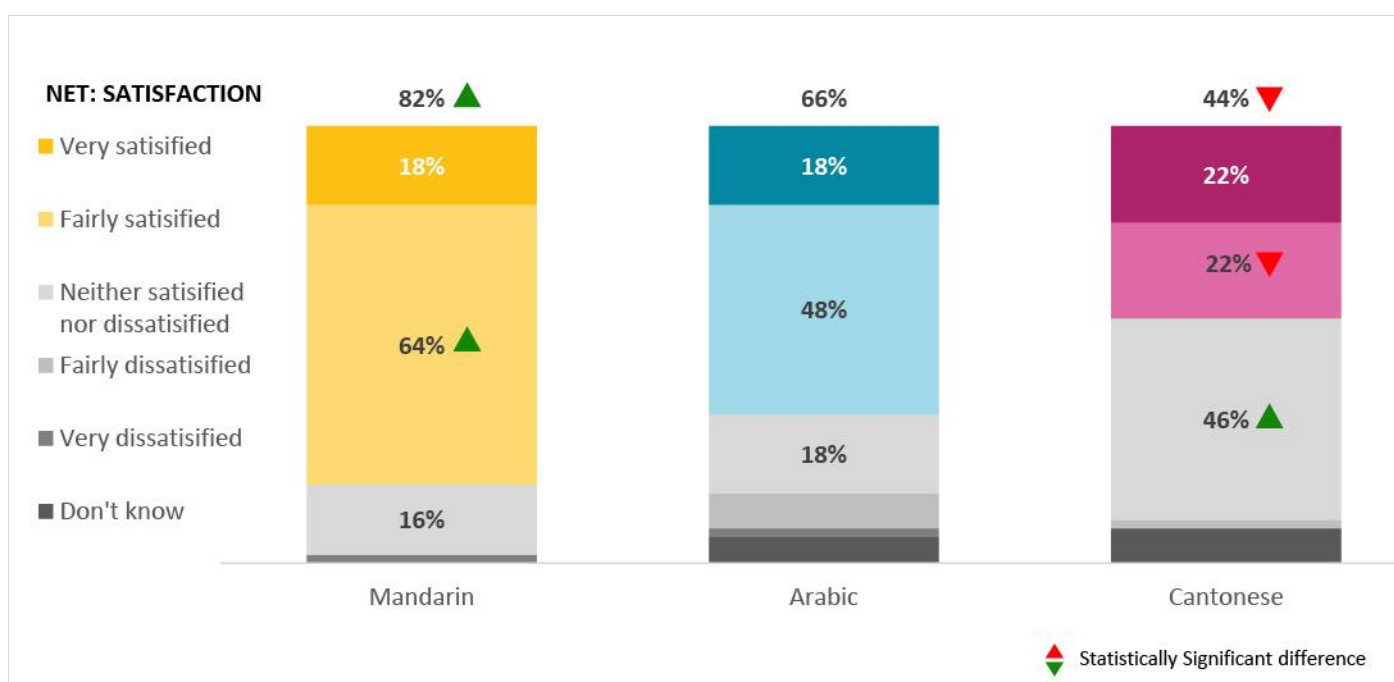
## Elections are conducted fairly and impartially

As shown in Figure 56, there was variation between the cohorts of participants in regard to this key metric. Satisfaction that the 2021 Local Government elections were conducted fairly and impartially was highest among participants who spoke Mandarin, with more than four in five (82%) who were satisfied. There was less than one in five (18%) Mandarin-speaking participants who reported they were very satisfied, with most who were fairly satisfied (64%).

Nearly seven in ten (68%) Arabic-speaking participants stated that they were satisfied with this key metric. There was less than one in five (18%) Arabic-speaking participants who reported they were very satisfied and around one in two (48%) who were fairly satisfied.

Fewer Cantonese-speaking participants reported that they were satisfied that the election was conducted fairly and impartially. More than one in five (22%) Cantonese-speaking participants reported that they were very satisfied and a similar proportion noted that they were fairly satisfied. There was nearly one in two (46%) who stated that they were fairly dissatisfied with this metric, which was significantly higher than participants who spoke other languages.

Figure 56 - Satisfaction conducted fair and impartial election



Survey – CALD In Language Survey

Base – Total electors and non-electors: Mandarin-speaking (n=50), Arabic-speaking (n=50), Cantonese-speaking (n=50)

A1 - Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

Table 55 – Satisfaction with fairness and impartiality of election: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Very satisfied	19%	18%	18%	22%	15%	25%	16%	28%	16%
Fairly satisfied	45%	48%	64%	22%	45%	40%	53%	42%	46%
Neither satisfied nor dissatisfied	27%	18%	16%	46%	25%	27%	28%	21%	29%
Fairly dissatisfied	3%	8%	0%	2%	4%	3%	3%	5%	3%
Very dissatisfied	1%	2%	2%	0%	4%	0%	0%	0%	2%

Don't know/can't comment/not applicable	5%	6%	0%	8%	7%	5%	0%	5%	5%
Net Satisfied	64%	66%	82%	44%	60%	65%	69%	70%	62%
Net Dissatisfied	5%	10%	2%	2%	7%	3%	3%	5%	5%
Base number n	150	50	50	50	55	63	32	43	107

Survey – CALD In Language Survey

Base – Total electors and non-electors (2021)

A1 - Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially?

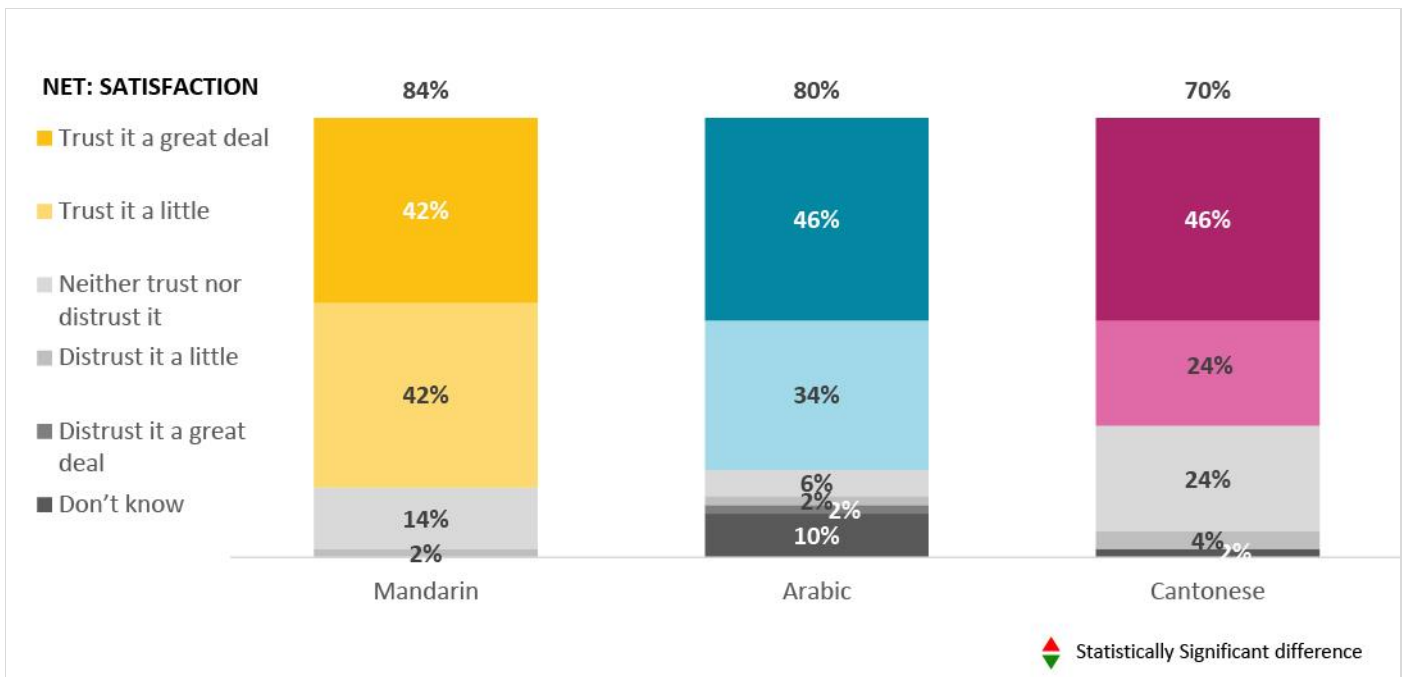
### Trust in voting process

Similar to the other key metrics discussed previously, this metric performed the highest with Mandarin-speaking participants. More than four in five (84%) Mandarin-speaking participants reported that they trusted the voting process, with more than two in five (42%) who trusted this a great deal.

Four in five (80%) Arabic-speaking participants reported that they trusted the voting process, with nearly one in two (46%) who trusted this a great deal.

Seven in ten (70%) Cantonese-speaking participants reported that they trusted the voting process, with a proportion similar to that found in other languages (46%) who trusted the process a great deal. There was a relatively higher proportion (24%) that reported they neither trust nor distrust when compared to Mandarin-speaking (14%) or Arabic-speaking (6%) participants.

Figure 57 - Trust in the voting process



Survey – CALD In Language Survey

Base – Total electors and non-electors: Mandarin-speaking (n=50); Arabic-speaking (n=50); Cantonese-speaking (n=50)

A4 - To what extent do you trust or distrust the voting process? Would you say that you...

**Table 56 - Trust in voting process: by subgroup**

COLUMN %	LANGUAGE SPOKEN			AGE			GENDER		
	TOTAL	ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Trust it a great deal	45%	46%	42%	46%	40%	52%	38%	47%	44%
Trust it a little	33%	34%	42%	24%	31%	29%	47%	42%	30%
Neither trust nor distrust it	15%	6%	14%	24%	24%	10%	9%	7%	18%
Distrust it a little	3%	2%	2%	4%	0%	3%	6%	0%	4%
Distrust it a great deal	1%	2%	0%	0%	0%	2%	0%	2%	0%
Don't know	4%	10%	0%	2%	5%	5%	0%	2%	5%
Net Trust	78%	80%	84%	70%	71%	81%	84%	88%	74%
Net Distrust	3%	4%	2%	4%	0%	5%	6%	2%	4%
Base number n	150	50	50	50	55	63	32	43	107

Survey – CALD In Language Survey

Base – Total electors and non-electors (2021)

A4 - To what extent do you trust or distrust the voting process? Would you say that you...

### Satisfaction with overall voting experience

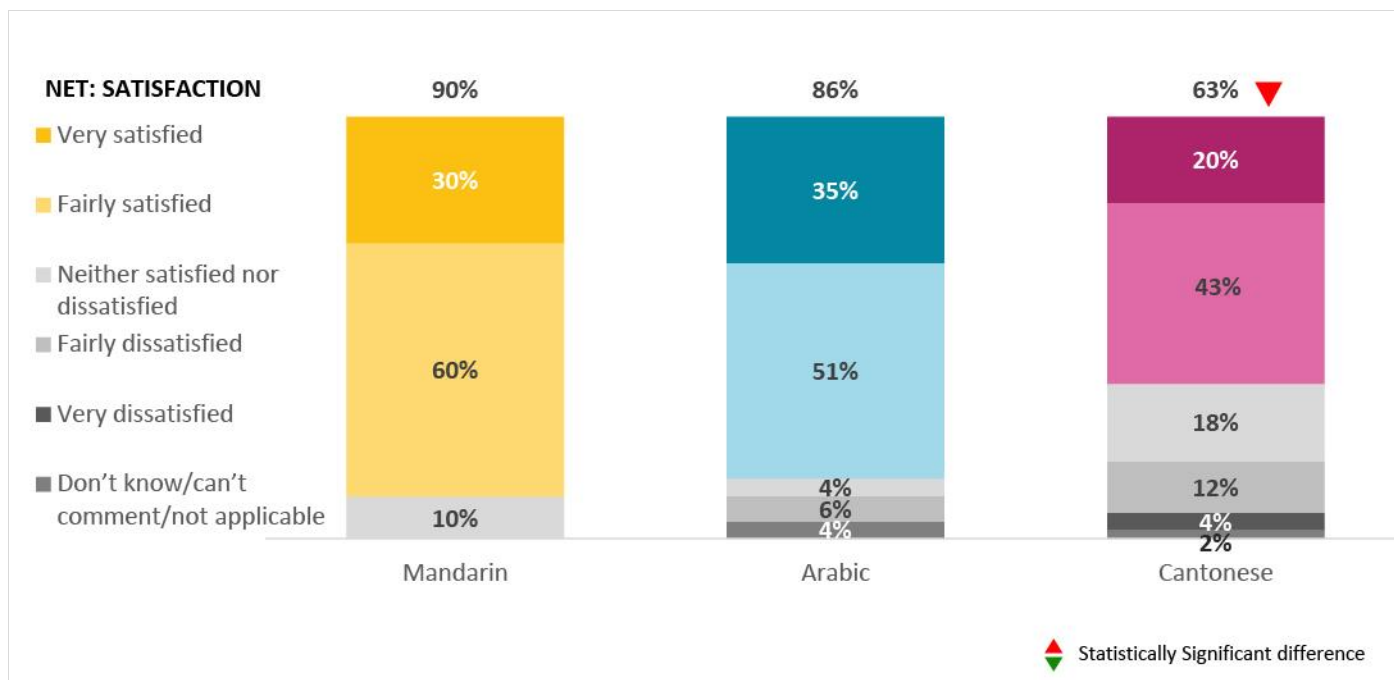
In 2021, there were high levels of satisfaction with the overall voting experience among Mandarin-speaking and Arabic-speaking participants, however satisfaction was significantly lower in Cantonese-speaking participants (63%).

Nine in ten Mandarin-speaking participants (90%) reported that they were satisfied with the overall voting experience, with three in ten (30%) that were very satisfied and three in five (60%) that were fairly satisfied. One in ten (10%) reported that they were neither satisfied nor dissatisfied.

Similarly, nearly nine in ten Arabic-speaking participants (86%) reported that they were satisfied with the overall voting experience, with more than one in three (35%) that were very satisfied and one in two (51%) that were fairly satisfied.

Cantonese-speaking participants had significantly lower levels of satisfaction, with less than two in three (63%) that were satisfied. One in five reported they were very satisfied and around two in five (43%) were fairly satisfied. A somewhat higher proportion of Cantonese-speaking participants (18%) reported that they were neither satisfied nor dissatisfied compared to Mandarin-speaking (10%) or Arabic-speaking participants (4%). In addition, one in six (16%) Cantonese-speaking participants reported that they were dissatisfied.

Figure 58 - Overall satisfaction with voting experience



Survey – CALD In Language Survey

Base – All who voted: Mandarin-speaking (n=50); Arabic-speaking (n=49); Cantonese-speaking (n=49)

A2 - Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

Table 57 - Overall trust in voting process: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Very satisfied	28%	35%	30%	20%	36%	24%	25%	29%	28%
Fairly satisfied	51%	51%	60%	43%	51%	48%	59%	45%	54%
Neither satisfied nor dissatisfied	11%	4%	10%	18%	6%	14%	13%	17%	8%
Fairly dissatisfied	6%	6%	0%	12%	4%	10%	3%	7%	6%
Very dissatisfied	1%	0%	0%	4%	0%	3%	0%	0%	2%
Don't know/can't comment/not applicable	2%	4%	0%	2%	4%	2%	0%	2%	2%
Net Satisfied	80%	86%	90%	63%	87%	71%	84%	74%	82%
Net Dissatisfied	7%	6%	0%	16%	4%	13%	3%	7%	8%
Base number n	148	49	50	49	53	63	32	42	106

Survey – CALD In Language Survey

Base – Total electors and non-electors (2021)

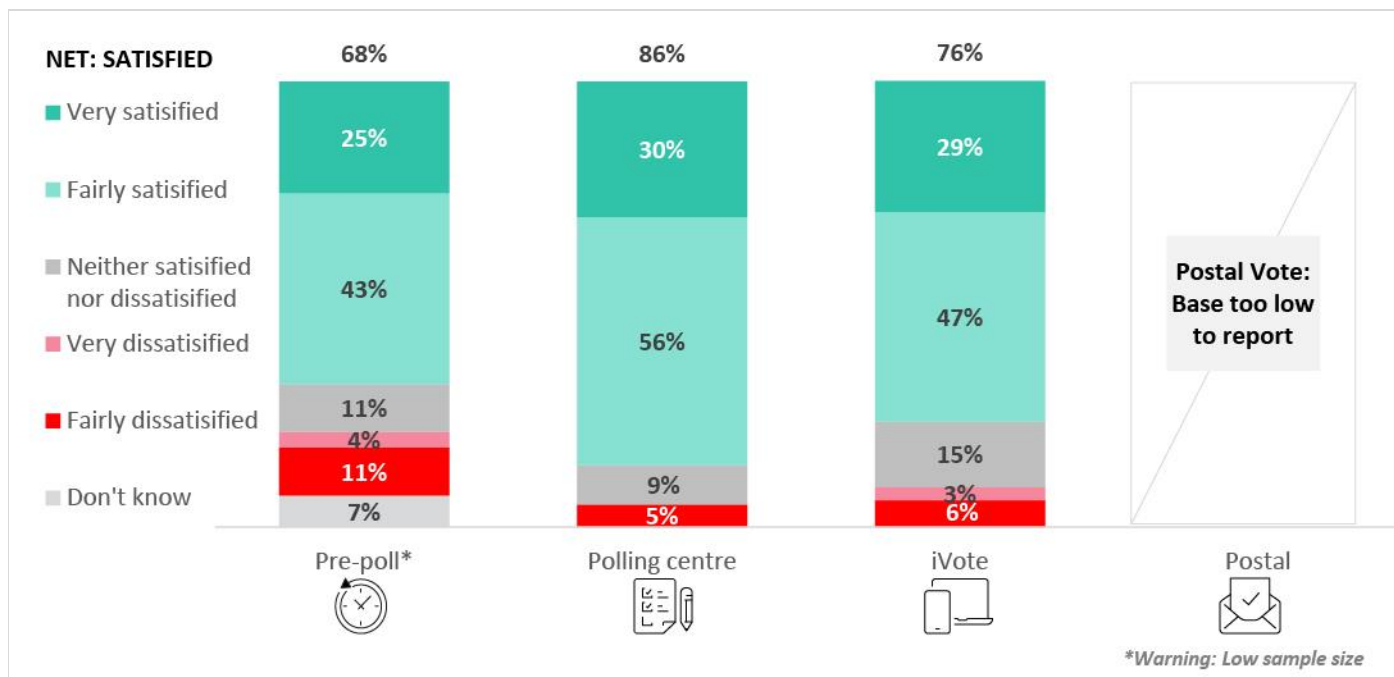
A2 - Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience?

As shown in Figure 59, there was some slight variation in satisfaction with the overall voting experience between voting methods. Satisfaction was highest among participants who voted at a polling place, with nearly nine in ten (86%) who were satisfied. Of these, three in ten (30%) reported that they were very satisfied.

Around three in four (76%) participants who used iVote reported that they were satisfied, with three in ten (29%) reported that they were very satisfied. Around one in seven (15%) reported that they were neither satisfied nor dissatisfied.

Around seven in ten (68%) participants who used pre-poll reported that they were satisfied with the overall voting experience. One in four (25%) participants reported that they were satisfied and more than two in five (43%) were fairly satisfied. There was slightly higher levels of dissatisfaction among participants who voted via pre-poll (15%) compared to participants who voted via iVote (9%) or at a polling place (5%).

Figure 59 - Overall satisfaction with voting experience: by method of voting



Survey – CALD In Language Survey

Base – Total electors and non-electors Pre-poll centre (n=28\*); Polling centre (n=79); iVote (n=34); Postal Vote (n=7\*) \*LOW BASE

A2 - Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience? C1 You mentioned you voted using iVote. Taking everything into account, were you satisfied or dissatisfied with the iVote service? C3 You mentioned you cast a postal vote. Taking everything into account, were you satisfied or dissatisfied with the postal voting service?

Table 58 - Overall satisfaction with voting experience: by voting method

COLUMN %	PRE POLL	ELECTION DAY	POSTAL*	IVOTE
Very satisfied	25%	30%	14%	29%
Fairly satisfied	43%	56%	57%	47%
Neither satisfied nor dissatisfied	11%	9%	14%	15%
Fairly dissatisfied	11%	5%	0%	6%
Very dissatisfied	4%	0%	0%	3%
Don't know/can't comment/not applicable	7%	0%	14%	0%
Net Satisfied	68%	86%	71%	76%
Net Dissatisfied	14%	5%	0%	9%
Base number n	28	79	7*	34

Survey – CALD In Language Survey



Base – Total electors and non-electors (2021) \*LOW BASE

A2 - Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience? C1 You mentioned you voted using iVote. Taking everything into account, were you satisfied or dissatisfied with the iVote service? C3 You mentioned you cast a postal vote. Taking everything into account, were you satisfied or dissatisfied with the postal voting service?

### Reasons for satisfaction or dissatisfaction

Among satisfied participants, a range of reasons for satisfaction were identified, which related to ease, convenience staff and other reasons.

Nearly two in three (43%) satisfied participants indicated that they were satisfied due to the ease. This included a range of reasons including one in five (20%) reporting that it was easy and one in five (20%) reporting that it was quick.

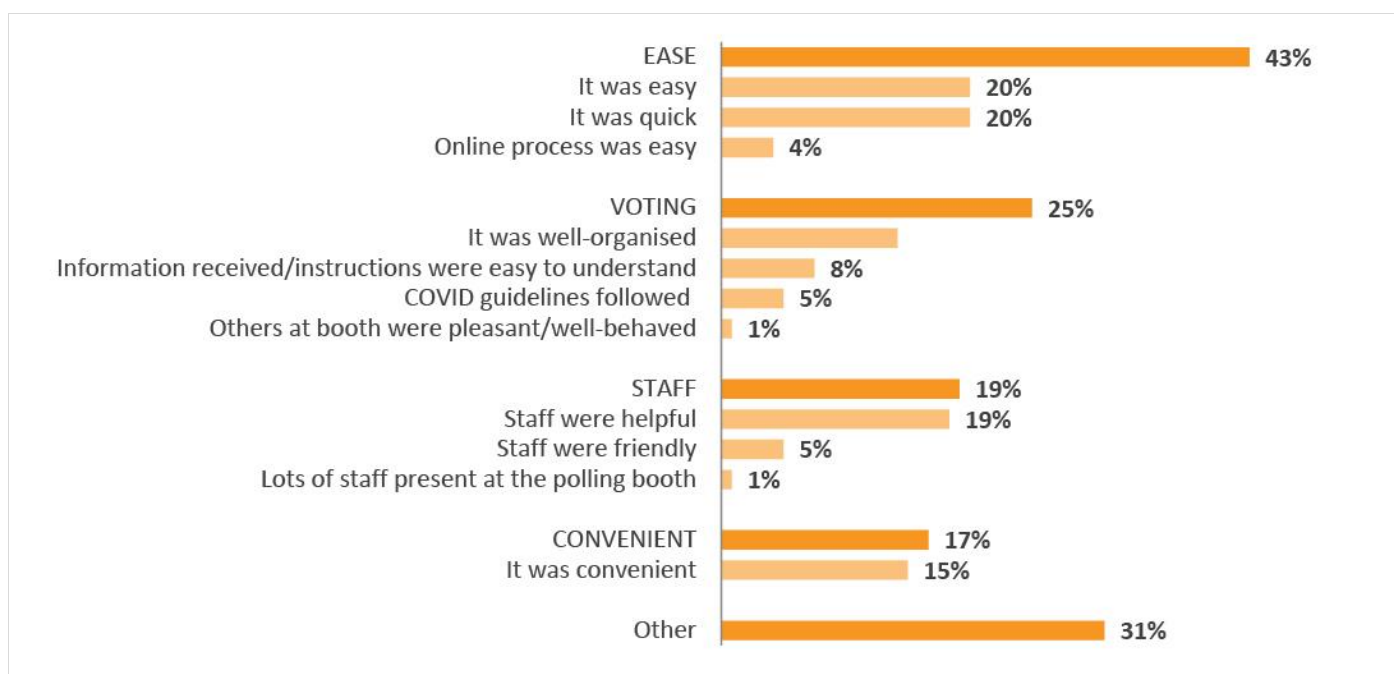
Voting process factors accounted for a quarter (25%) of reasons for satisfaction, including:

- One in seven (14%) reported it was well-organised.
- One in twelve (8%) stated the information/instructions received were easy to understand.
- One in twenty (5%) reported they were satisfied due to COVID-19 guidelines being followed.

Around one in five (19%) satisfied participants reported staff as a reason for satisfaction. A similar proportion noted that staff (19%) were helpful and one in twenty (5%) stated that staff were friendly.

Nearly one in five (17%) participants were satisfied due to convenience. One in three (33%) of satisfied participants reported other reasons.

Figure 60 – Reasons for satisfaction with voting experience



Survey – CALD In Language Survey

Base – Total very/fairly satisfied electors (n=118)

A3 – And why were you...

Table 59 - Reasons for satisfaction with voting experience: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
It was easy	20%	26%	13%	23%	24%	20%	15%	26%	18%
It was quick	20%	10%	13%	45%	22%	22%	15%	19%	21%
<b>EASY</b> Online process was easy (easy to complete/easy to login etc.)	4%	0%	0%	16%	7%	4%	0%	3%	5%
<i>NET: EASY</i>	43%	33%	27%	81%	50%	44%	30%	45%	43%
It was convenient	15%	5%	18%	26%	20%	20%	0%	19%	14%
<b>CONVENIENT</b> Didn't have to leave the house	1%	0%	0%	3%	0%	2%	0%	0%	1%
Live close to the polling booth	1%	2%	0%	0%	0%	0%	4%	0%	1%
<i>NET: CONVENIENT</i>	17%	7%	18%	29%	20%	22%	4%	19%	16%
It was well-organised	14%	12%	24%	3%	11%	16%	19%	19%	13%
Information received/instructions were easy to understand	8%	5%	7%	13%	11%	9%	0%	6%	8%
<b>VOTING</b> COVID guidelines followed (social distancing/masks/QR codes)	5%	2%	7%	6%	9%	2%	4%	6%	5%
Others at booth were pleasant/well-behaved	1%	0%	0%	3%	0%	0%	4%	3%	0%
<i>NET VOTING</i>	25%	17%	33%	26%	26%	27%	22%	35%	22%
Staff were helpful	19%	12%	27%	16%	17%	16%	26%	16%	20%
Staff were friendly	5%	2%	11%	0%	4%	2%	11%	6%	5%
<b>STAFF</b> Lots of staff present at the polling booth	1%	2%	0%	0%	2%	0%	0%	0%	1%
<i>NET STAFF</i>	19%	12%	29%	16%	17%	18%	26%	16%	21%
<i>Base number n</i>	118	42	45	31	46	45	27*	31	87

Survey – CALD In Language Survey

Base – Total very/fairly satisfied electors

A3 – And why were you...

Among all participants, nearly one in five (18%) reported that they were neutral or dissatisfied with the overall voting experience. Participants provided a range of reasons for their dissatisfaction, which were predominantly related to the polling place, staff, language-related issues or lack of information.

Participants that mentioned dissatisfaction with polling stations reported long wait times, inconvenient locations, limited staff and lack of promotion.

*Because there wasn't enough polling stations and staff and the line was too long*

**Cantonese-speaking respondent**

Some participants noted there was a lack of clear information, with particular need for in-language information and more information for first-time voters.

*We didn't have enough information about candidates - to have more information about election especially for first time voters*

**Arabic-speaking respondent**

Another reason for dissatisfaction was perceptions of the staff, which did not instil confidence in the participant.

*They were not taking me seriously when I wasn't able to speak English. Maybe a 6-7 out of 10 for their performance*

**Cantonese-speaking respondent**

Some participants highlighted language-related issues which they found made it more challenging to understand the voting process and/or find information.

*The voting process is convenient, but because I can't read English so it's not easy*

**Cantonese-speaking respondent**

### 5.3 Voting Behaviours

#### Method of voting

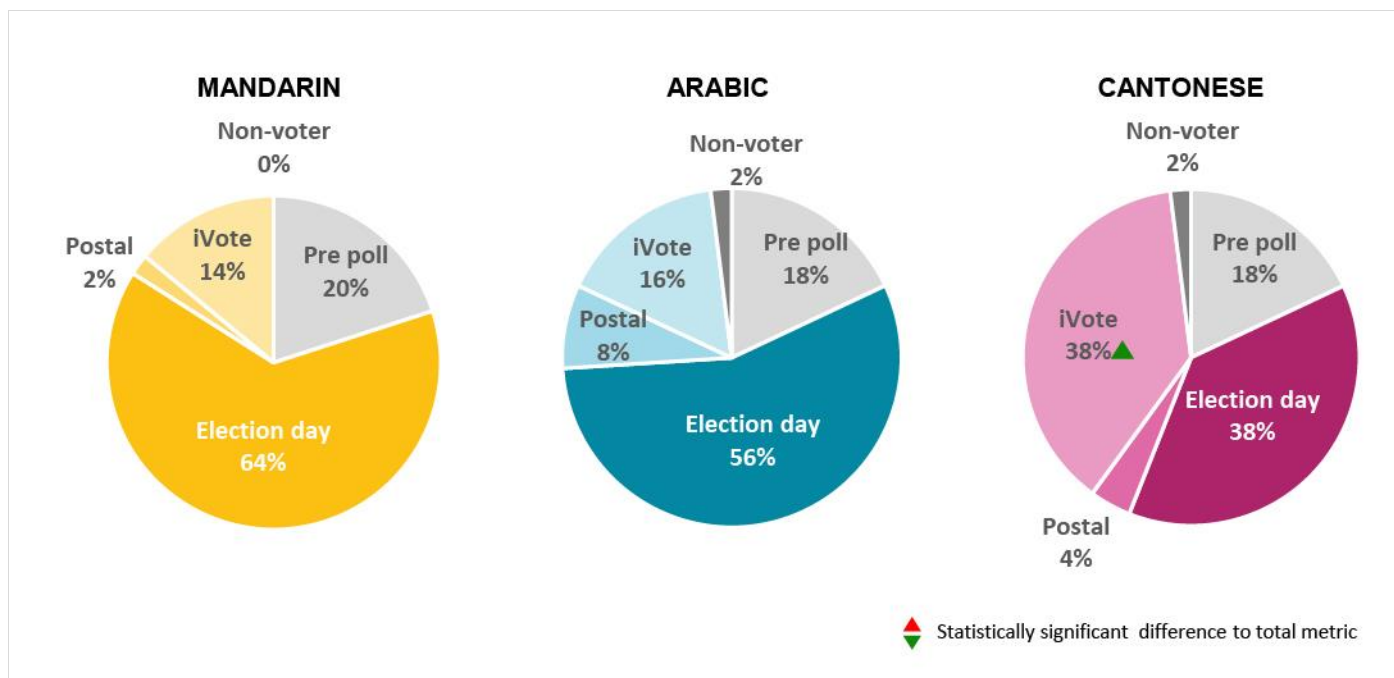
As shown in Figure 61, there was variation in the method of voting between the three language cohorts. Voting on election day was the most common method among Mandarin-speaking (64%) and Arabic-speaking participants (56%), whereas there was a similar proportion of Cantonese-speaking participants who voted on election day (38%) and using iVote (38%).

Nearly two in three (64%) Mandarin-speaking participants reported voting on election day. This was followed by pre-poll (20%) and iVote (14%). A small proportion (2%) reported voting via postal methods.

Among Arabic-speaking participants, nearly three in five (56%) reported voting on election day. Less than one in five (18%) reported using pre-poll and a similar proportion used iVote (16%). Nearly one in ten (8%) reported voting via postal methods which was somewhat higher than Mandarin-speaking (2%) and Cantonese-speaking (4%) participants. There was also a small proportion (2%) who stated that they did not vote.

Cantonese-speaking participants reported significantly higher rates of voting via iVote, with nearly two in five (38%) who reported using this method. There was a similar proportion of Cantonese-speaking participants who voted using iVote (38%). Less than one in five (18%) reported using pre-poll and a small proportion (4%) reported voting via postal methods. Similar to Arabic-speaking participants, a small proportion (2%) reported that they did not vote.

Figure 61 - Method of voting: total results



Survey – CALD In Language Survey

Base – Total electors and non-electors, by language, Mandarin-speaking (n=50); Arabic-speaking (n=50); Cantonese-speaking (n=50)

S11 - Which of the following best describes how you voted?

Table 60 - Method of voting: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Pre poll	19%	18%	20%	18%	15%	19%	25%	19%	19%
Election day	53%	56%	64%	38%	47%	51%	66%	56%	51%
Postal	5%	8%	2%	4%	7%	5%	0%	5%	5%
iVote	23%	16%	14%	38%	27%	25%	9%	19%	24%
Non-voter	1%	2%	0%	2%	4%	0%	0%	2%	1%
Base number n	150	50	50	50	55	63	32	43	107

Survey – CALD In Language Survey

Base – Total electors and non-electors

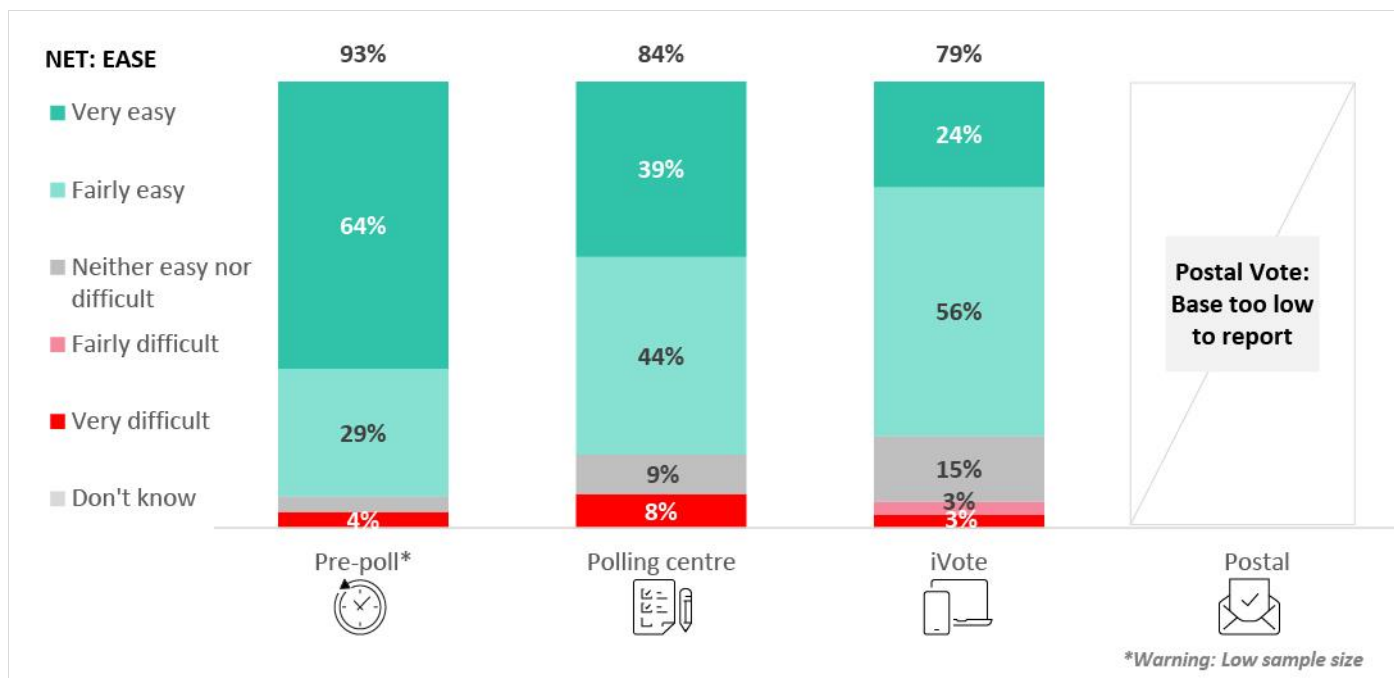
S11 - Which of the following best describes how you voted?

Overall, the majority (93%) of participants who voted via pre-poll reported that it was easy to vote. Nearly two in three (64%) reported it was very easy to vote, which was higher than other voting methods. A small proportion (4%) reported that it was very difficult.

More than four in five (84%) participants who voted at a polling place reported that this was easy, with around two in five (39%) who stated this was very easy. However, one in twelve (8%) reported it was very difficult.

Fewer participants who used iVote (79%) reported that it was easy to vote compared to other voting methods, with one in four (24%) who reported this was very easy. There was a higher proportion (15%) who reported it was neither easy nor difficult, with around one in twenty (6%) who reported it was difficult.

Figure x - Overall ease of voting: by mode



Survey – CALD In Language Survey

Base – Pre-poll (n=28); Polling place (n=79); iVote (n=34); Postal Vote (n=7)

A5 - Overall, did you find it easy or difficult to vote in this election? C2 - Overall, did you find it easy or difficult to vote using iVote?

Participants who voted using an early or alternate voting method provided a range of reasons why they did not vote in person on election day in 2021. These reasons predominantly related to commitments, health matters and ease/accessibility. It should be noted that these were not necessarily the eligibility criteria but the reasons provided by participants.

More than one in three (35%) participants stated that they did not vote in person due to other commitments, with specific reasons related to:

- Not in their Local Government area on election day (14%)
- Other commitments on election day (10%)
- Working on election day and could not get to a polling place (9%)

More than one in four (26%) participants reported that health was a key reason for not voting at a polling place, including:

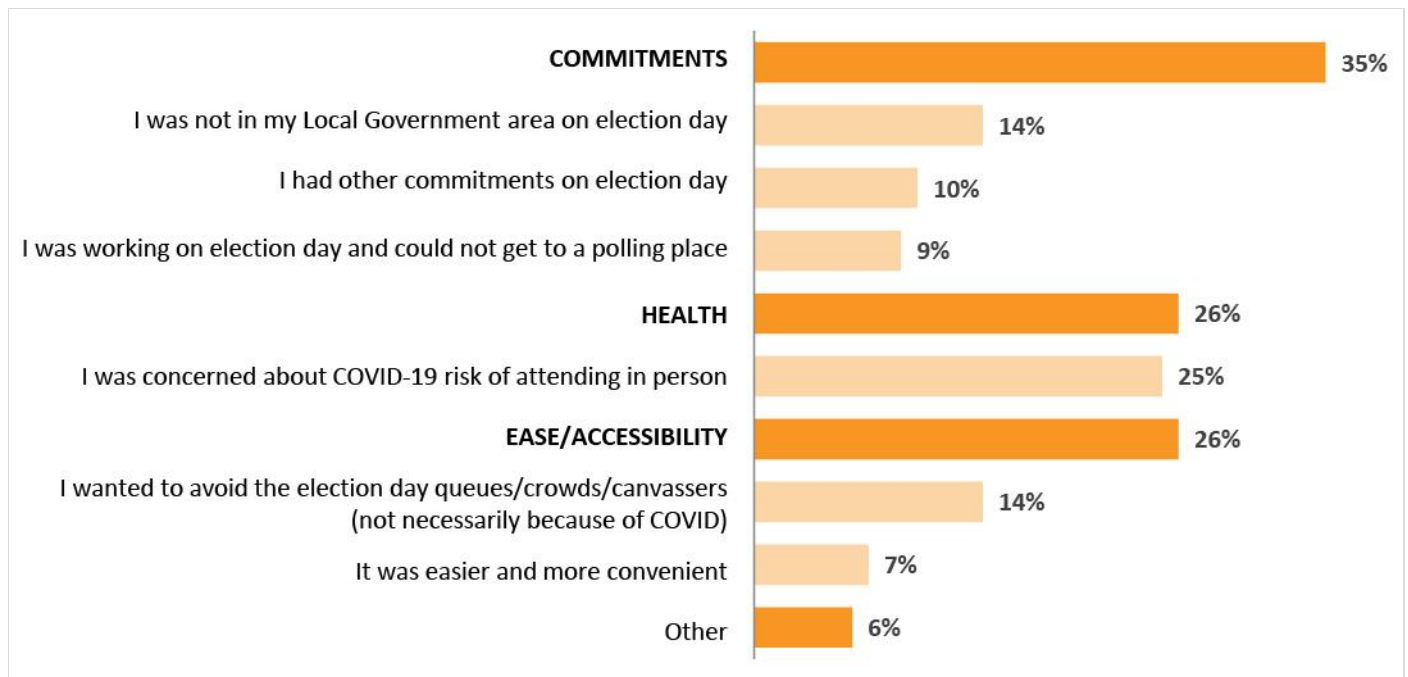
- Concerned about COVID-19 risk of attending in person (25%)
- Other health reasons (2%)

Similarly, more than one in four (26%) participants reported that they did not vote at a polling place due to ease or accessibility, with specific reasons related to:

- Avoiding the election day queues, crowds or canvassers (14%)
- Easier and more convenient (7%)

More than one in twenty (6%) reported other reasons why they choose not to vote in person on election day.

Figure 62 - Reasons for not voting in person on election day: total



Survey – CALD In Language Survey

Base – Electors who did not vote in person on election day (n=69)

S12 - What is the main reason you voted this way rather than in person on election day?

Table 61 - Reasons for not voting in person on election day: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
I was concerned about COVID-19 risk of attending in person	25%	19%	6%	40%	33%	23%	9%	17%	27%
I was not in my Local Government area on election day	14%	10%	22%	13%	11%	19%	9%	11%	16%
I wanted to avoid the election day queues/crowds/canvassers (not necessarily because of COVID)	14%	24%	17%	7%	7%	23%	9%	17%	14%
I had other commitments on election day	10%	5%	17%	10%	15%	6%	9%	17%	8%
I was working on election day and could not get to a polling place	9%	0%	22%	7%	7%	6%	18%	22%	4%
It was easier and more convenient	7%	24%	0%	0%	11%	6%	0%	0%	10%
Base number n	69	21*	18*	30	27*	31	11*	18*	51

Survey – CALD In Language Survey

Base – Electors who did not vote in person on election day

S12 - What is the main reason you voted this way rather than in person on election day?

**Assistance received**

In-language cohorts required varying levels of assistance from election staff at the voting place. The assistance required was highest in participants who speak Arabic, with nearly one in three (59%) who needed assistance. More than two in five (40%) Mandarin-speaking participants reported that they received assistance, whereas fewer Cantonese-speaking participants (29%) reported receiving assistance.

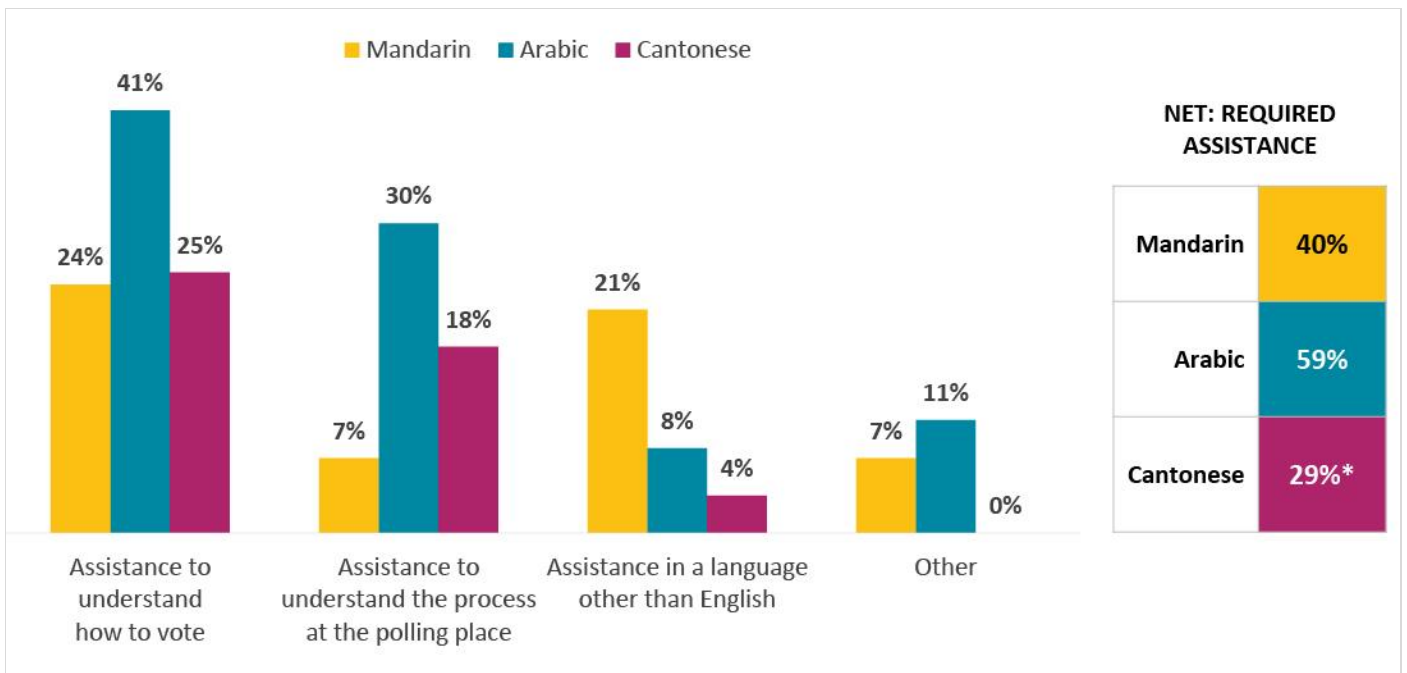
As shown in Figure 63, there was also variation in the type of assistance received. Assistance to understand how to vote was the most commonly reported form of support required across all cohorts, yet this was highest among Arabic-speaking participants (41%). A similar proportion of Cantonese-speaking (25%) and Mandarin-speaking (24%) participants reported accessing this form of assistance.

Three in ten (30%) Arabic-speaking participants recalled receiving assistance to understand the process at the polling place. Around one in five (18%) Cantonese-speaking participants also reported receiving this form of assistance. Fewer (7%) Mandarin-speaking participants stated that they received assistance to understand the process at the polling place.

One in five (21%) Mandarin-speaking participants stated that they received assistance in a language other than English. Fewer Arabic-speaking (8%) and Cantonese-speaking (4%) participants reported in-language assistance.

One in ten (11%) Arabic-speaking and slightly fewer (7%) Mandarin-speaking participants reported receiving other forms of assistance.

*Figure 63 - Assistance sought from election staff at polling place*



Survey – CALD In Language Survey

Base – Electors who voted in person on election day: Mandarin-speaking (n=42); Arabic-speaking (n=37); Cantonese-speaking (n=28) \*Caution= small base

B7 - Did you receive any of the following assistance from election staff at the polling place?

**Table 62 - Assistance sought from election staff at polling place: by subgroup**

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Assistance to understand how to vote	30%	41%	24%	25%	32%	34%	21%	25%	32%
Assistance to understand the process at the polling place	18%	30%	7%	18%	38%	14%	0%	16%	19%
Assistance in a language other than English	12%	8%	21%	4%	15%	5%	21%	13%	12%
Any other assistance? Other (specify)	7%	11%	7%	0%	3%	9%	7%	6%	7%
I did not require any assistance	53%	41%	60%	61%	50%	52%	59%	53%	53%
Net Assistance	44%	59%	40%	29%	50%	45%	34%	41%	45%
Base number n	107	37	42	28*	34	44	29*	32	75

Survey – CALD In Language Survey

Base – Electors who voted in person on election day

B7 - Did you receive any of the following assistance from election staff at the polling place?

## 5.4 Communication

### Information sources

Culturally and linguistically diverse participants reported finding out about the elections through a range of sources, with party/candidate exposure (55%, that is party/candidate promotion) and earned exposure (54%, earned media is content others create about you, like social media posts- see Figure 64 below for a full list) the most reported sources.

#### Total party/candidate exposure

Less than one in two (55%) culturally and linguistically diverse participants reported that they had found out about the elections through other exposure. One in four (24%) reported seeing a poster display. One in five (21%) reported finding out information from a candidate poster in the local area and a further 19% that saw party or candidate outdoor posters.

#### Total earned exposure

More than one in two (54%) reported they found out about the Local Government election via earned exposure sources. Three in ten (30%) participants reported that they found out about the election through a friend, family member or neighbour. The news and current affairs content on television (17%) and social media (17%) were other common sources.

#### Total paid exposure

Two in five (39%) participants reported that they found out about the Local Government election via NSW Electoral Commission paid exposure (this is media NSW Electoral Commission paid to be placed). Brochure, direct mail or flyer

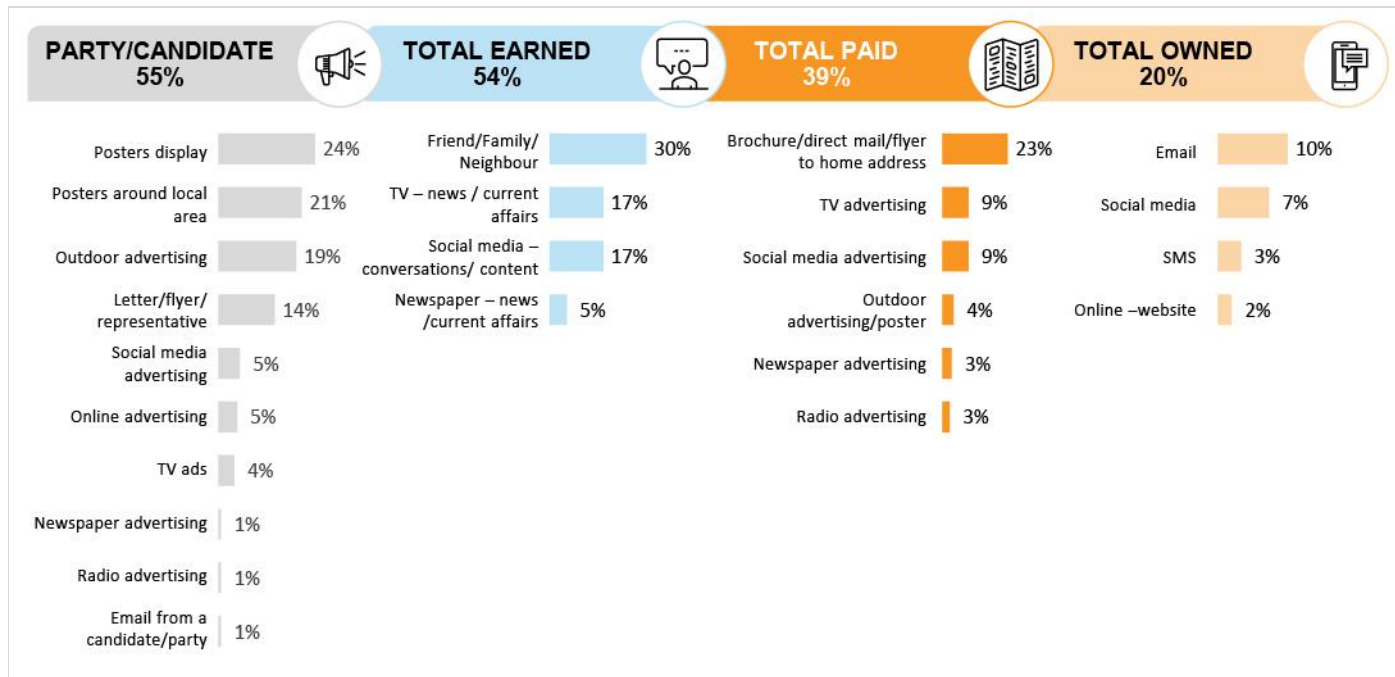


to home address sent by NSW Electoral Commission was the most common source of paid exposure (23%) followed by TV advertising (9%) or social media (9%).

**Total owned exposure**

Fewer culturally and linguistically diverse participants (10%) reported that they had found out about the elections through NSW Electoral Commission owned sources. One in ten (10%) participants reported that they had found out about the elections through NSW Electoral Commission direct email (10%), followed by their social media (7%).

**Figure 64 - Source of information on Local Government elections: total results**



Survey – CALD In Language Survey

Base – All electors and non-electors (n=150)

A8\_ - How did you find out about the Local Government elections

**Sources of information on where to vote**

As shown in

Figure 65, there were differences in the sources that culturally and linguistically diverse participants used to find out where to vote in comparison to the findings of the core survey, as well as variation between in-language cohorts.

Visiting the same place as voted last election was the most commonly reported source of information about where to vote across all in-language cohorts. Around two in five (40%) Mandarin-speaking and Arabic-speaking (38%) participants reported this source. Slightly fewer (36%) Cantonese-speaking participants reported that they visited the same place as voted last time.

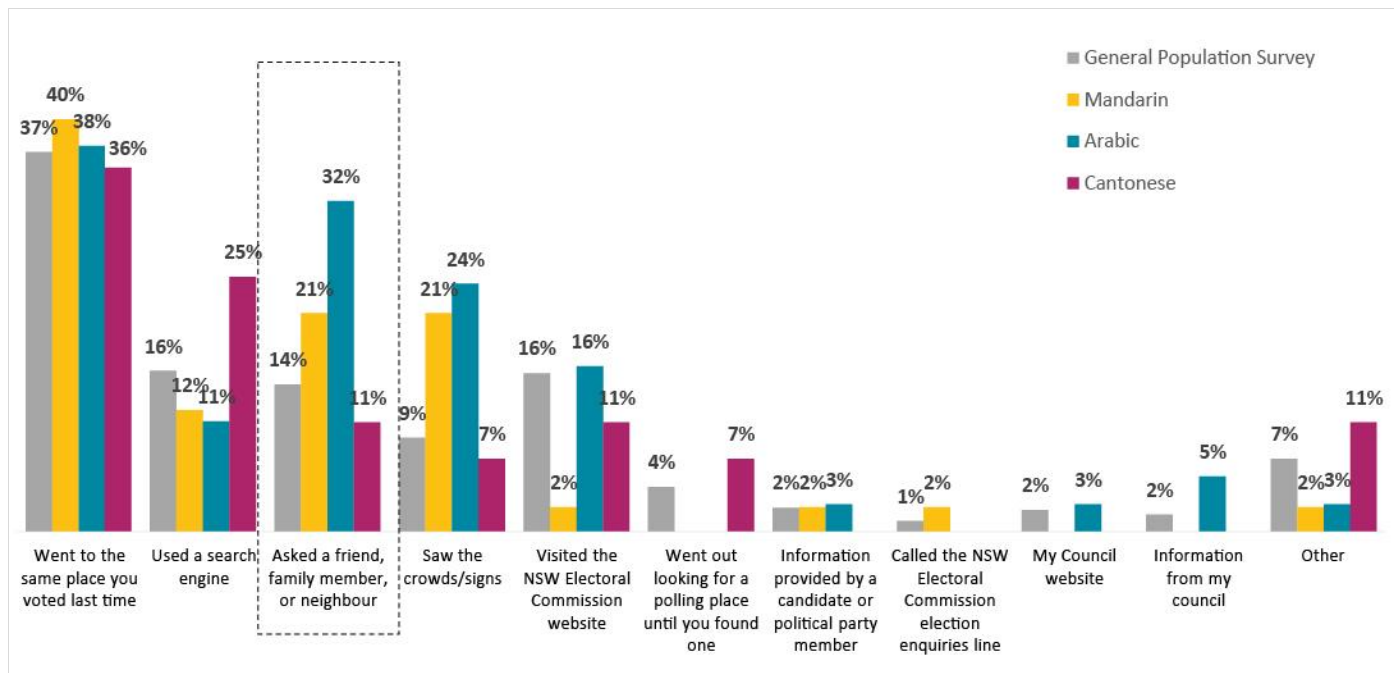
Across Mandarin-speaking and Arabic-speaking participants, crowd sourcing was more commonly utilised than that from the general population in the core survey (15%) as discussed in Section 3. More than three in ten (32%) Arabic-speaking and one in five (21%) Mandarin-speaking participants reported that they asked a friend, family member or neighbour where to vote. Fewer (11%) Cantonese-speaking participants reported using word of mouth.

Utilising a search engine was another common source of finding out where to vote, particularly among Cantonese-speaking participants (25%). Approximately one in eight Mandarin-speaking (12%) and Arabic-speaking (11%) participants used a search engine to find out where to vote.

It was somewhat more common for Mandarin-speaking (24%) and Arabic-speaking (21%) participants to report that they found out where to vote through seeing the crowds or signs compared to the general population in the core survey (9%). Fewer (7%) Cantonese-speaking participants recalled using this information source.

There was variation among in-language cohorts in extent that they visited the NSW Electoral Commission website to find out where to vote. This was most common among Arabic-speaking participants (16%) followed by Cantonese-speaking participants (11%). A small proportion (2%) of Mandarin-speaking participants reported using this source.

Figure 65 - Source of finding out where to vote



Survey – CALD In Language Survey

Base – Electors who voted in person (n=107); pre-poll (n=28); polling on day (n=79); core= 849

A9 - How did you find out where you could vote

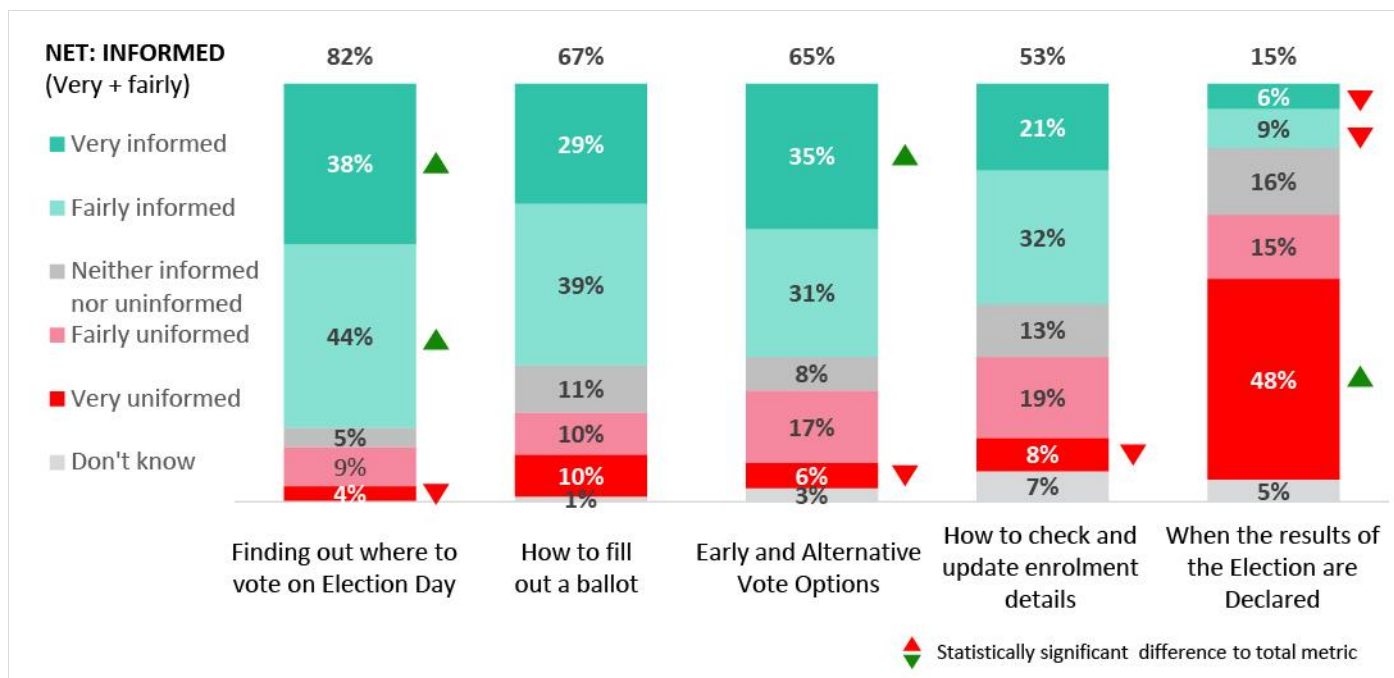
### Extent felt informed

As shown in Figure 66, the extent to which culturally and linguistically diverse participants felt informed about the recent election differed according to the information need.

In general, culturally and linguistically diverse participants reported that they felt most informed about finding out where to vote on election day (82%), with nearly two in five (38%) participants reporting they were very informed. Less than seven in ten (67%) reported that they were informed about how to fill out a ballot paper, with a similar proportion (65%) reporting they were informed about early and alternative vote options (65%). Fewer (53%) culturally and linguistically diverse participants reported that they were informed about how to check and update enrolment details.

There were more (63%) culturally and linguistically diverse participants who reported feeling uninformed when election results were declared, with nearly one in two (48%) who reported they were very uninformed. In addition, one in six (16%) reported they were neither informed nor uninformed.

Figure 66 - Feeling informed: combined electors and non-electors



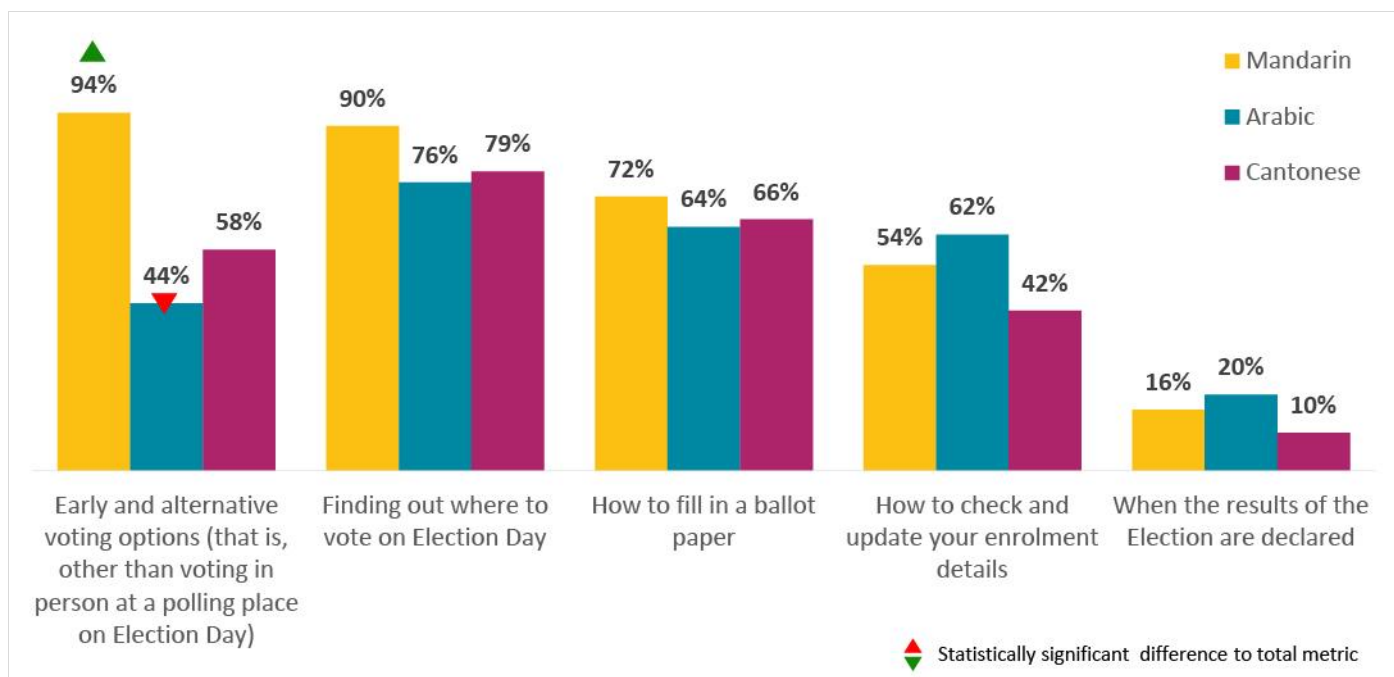
Survey – CALD In Language Survey

Base – Total including electors and non-electors (n=150)

D1 - How informed or uninformed did you feel about each of the following before (going to vote in the Council Elections/most recent Council Election)?

There was also variation in the extent participants felt informed between the in-language cohorts. In particular, the majority of Mandarin-speaking participants (94%) reported that they were aware of early and alternative vote options which was significantly higher than other in-language cohorts. Significantly fewer (44%) Arabic-speaking participants report that they felt informed about early and alternative vote options.

Figure 67 - Knowledge before Local Government elections: (very and fairly informed)



Survey – CALD In Language Survey

Base – Electors who voted in person on election day T2B (n=107)

D1 - How informed or uninformed did you feel about each of the following before (going to vote in the Council Elections/most recent Council Election)?

**Table 63 - Feeling informed (top 2 boxes): by subgroup**

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
Early and alternative voting options (that is, other than voting in person at a polling place on Election Day)	65%	44%	94%	58%	53%	75%	69%	67%	64%
Finding out where to vote on Election Day	82%	76%	90%	79%	74%	86%	86%	84%	81%
How to fill in a ballot paper	67%	64%	72%	66%	58%	78%	63%	77%	64%
How to check and update your enrolment details	53%	62%	54%	42%	51%	57%	47%	47%	55%
When the results of the Election are declared	15%	20%	16%	10%	7%	19%	22%	19%	14%
Base number n	107	37	42	28*	34	44	29*	32	75

Survey – CALD In Language Survey

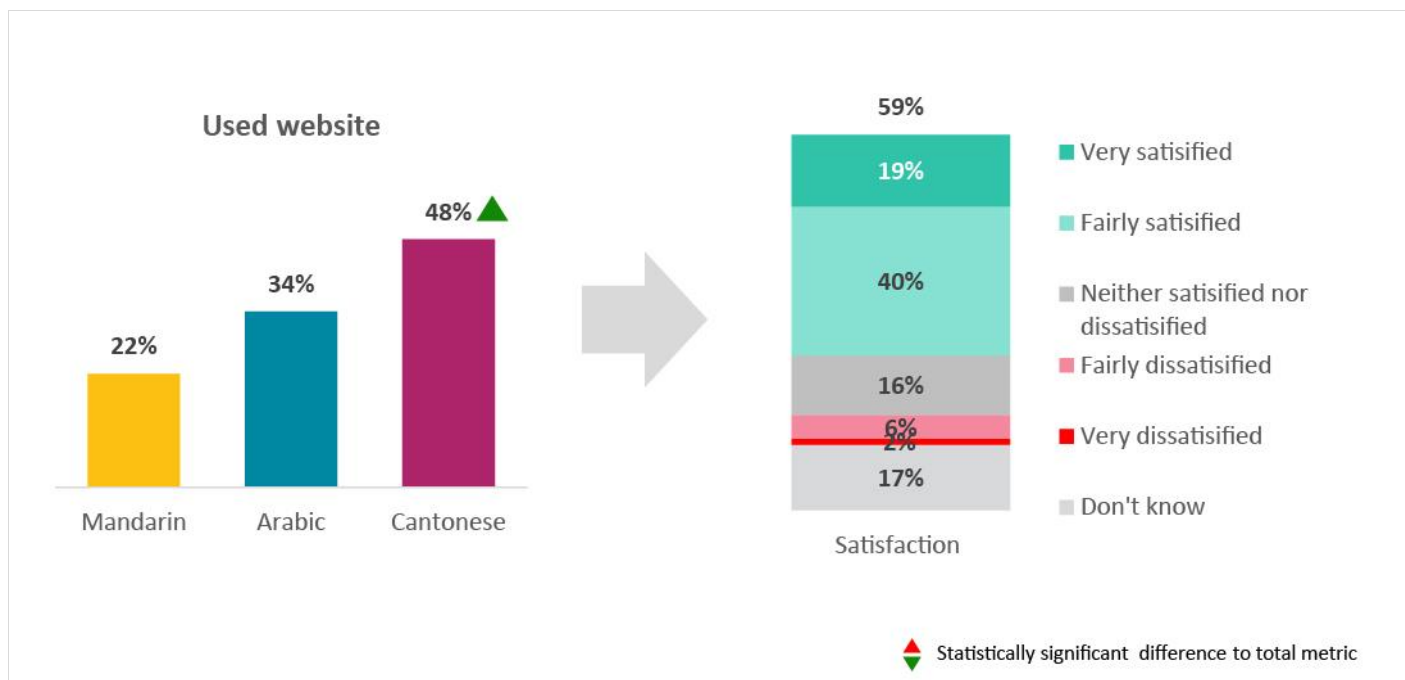
Base – Electors who voted in person on election day T2B

D1 - How informed or uninformed did you feel about each of the following before going/the most recent to vote in the Council Elections

### NSW Electoral Commission website

As shown in Figure 68, Cantonese-speaking participants reported significantly higher usage of the NSW Electoral Commission website compared to Arabic-speaking (34%) and Mandarin-speaking (22%) participants. Of all culturally and linguistically diverse participants who visited the NSW Electoral Commission website, nearly three in five (59%) reported they were satisfied. This is much lower than the satisfaction of core survey respondents (72%). Additionally, culturally and linguistically diverse participants reported 16% were neutral with regards to satisfaction with the NSW Electoral Commission website and nearly one in ten (8%) were dissatisfied.

Figure 68 - Overall satisfaction with NSW Electoral commission website: total results



Survey – CALD In Language Survey

Base – Those who visited the website (n=63)

D11 - If you visited the NSW Electoral Commission website to get information about the recent elections, were you satisfied or dissatisfied with the website?

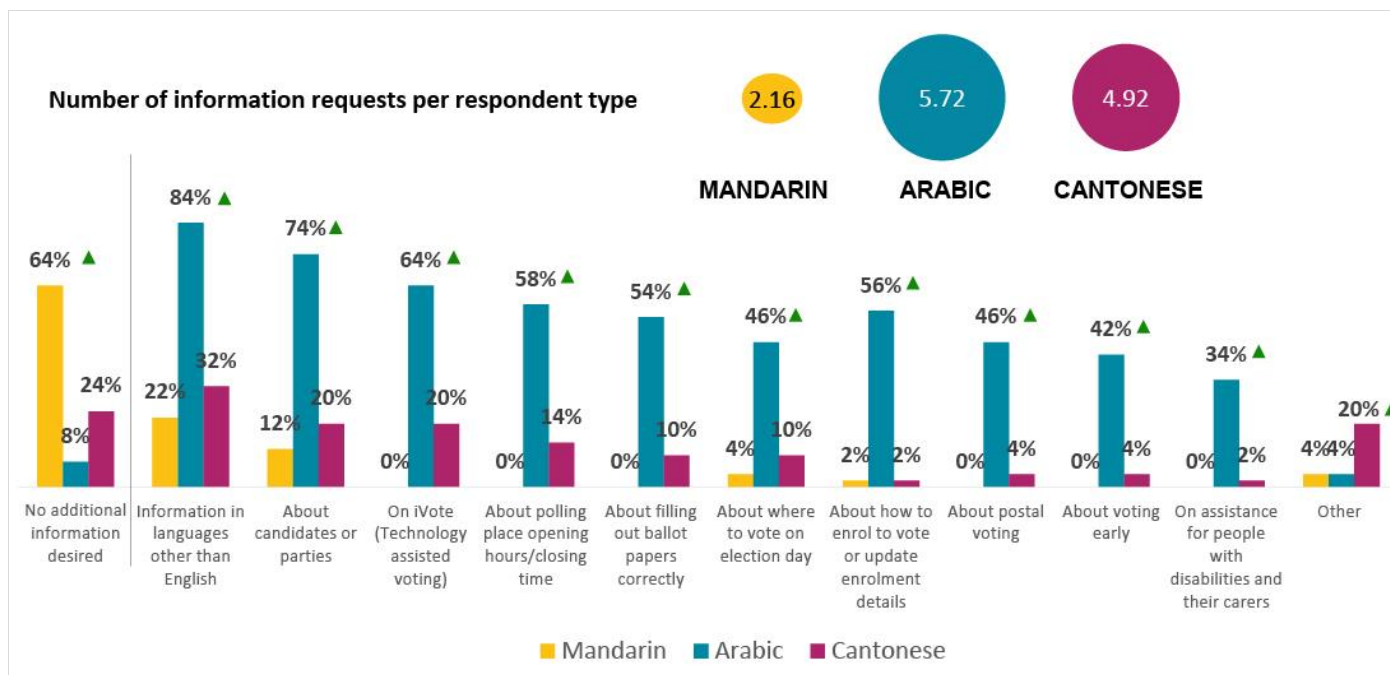
#### Future information needs

There was variation in the additional information participants wanted to receive according to in-language cohorts. Nearly two in three (64%) Mandarin-speaking participants were significantly more likely to state that they did not have any additional information needs compared to Arabic-speaking (8%) and Cantonese-speaking (24%) participants.

Of those participants who did indicate that they would've liked to have received more information, a range of information types were identified. As shown in Figure 69, Arabic-speaking participants were significantly more likely to state that they would like to receive all information types compared to Mandarin-speaking and Cantonese-speaking participants.

Across all in-language cohorts, information in languages other than English was the most common information type participants would like to receive. More than four in five (84%) Arabic-speaking participants would like to receive more in-language information, with fewer from Cantonese-speaking (32%) and Mandarin-speaking (22%) participants.

Figure 69 - Additional information wanted



Survey – CALD In Language Survey

Base – Total electors and non-electors: Mandarin-speaking (n=50); Arabic-speaking(n=50); Cantonese-speaking(n=50)

D2 - What additional information, if any, would you have liked to receive?

Table 64 - Additional information wanted: by subgroup

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
No additional information desired	32%	8%	64%	24%	22%	33%	47%	42%	28%
Information about candidates or parties	35%	74%	12%	20%	47%	32%	22%	30%	37%
Information on iVote (Technology assisted voting)	28%	64%	0%	20%	42%	24%	13%	16%	33%
Information about where to vote on election day	20%	46%	4%	10%	29%	13%	19%	14%	22%
Information about voting early	15%	42%	0%	4%	24%	11%	9%	9%	18%
Information about how to enrol to vote or update enrolment details	20%	56%	2%	2%	29%	13%	19%	7%	25%
Information about postal voting	17%	46%	0%	4%	24%	14%	9%	7%	21%
Information about polling place opening hours/closing time	24%	58%	0%	14%	29%	22%	19%	14%	28%
Information about filling out ballot papers correctly	21%	54%	0%	10%	33%	14%	16%	14%	24%
Information on assistance for people with disabilities and their carers	12%	34%	0%	2%	16%	11%	6%	12%	12%
Information in languages other than English	46%	84%	22%	32%	49%	43%	47%	35%	50%
Base number n	150	50	50	50	55	63	32	43	107

Survey – CALD In Language Survey

Base – Total electors and non-electors (2021)

D2 - What additional information, if any, would you have liked to receive?

## 5.5 Encouraging Future Participation

### Importance of voting elements

According to culturally and linguistically diverse participants, a range of voting elements were important to deliver a satisfactory voting service. In 2021, COVID-19 safety measures were reported to be important to across all in-language cohorts. Majority of Mandarin-speaking participants (98%) reported COVID-19 safety measures were important and around nine in ten for Arabic-speaking (92%) and Cantonese-speaking participants (90%).

Assistance from polling place staff in-language was also reported to be important among all in-language cohorts, with nearly nine in ten Mandarin-speaking (86%) and Arabic-speaking (86%) participants and eight in ten (82%) Cantonese-speaking participants.

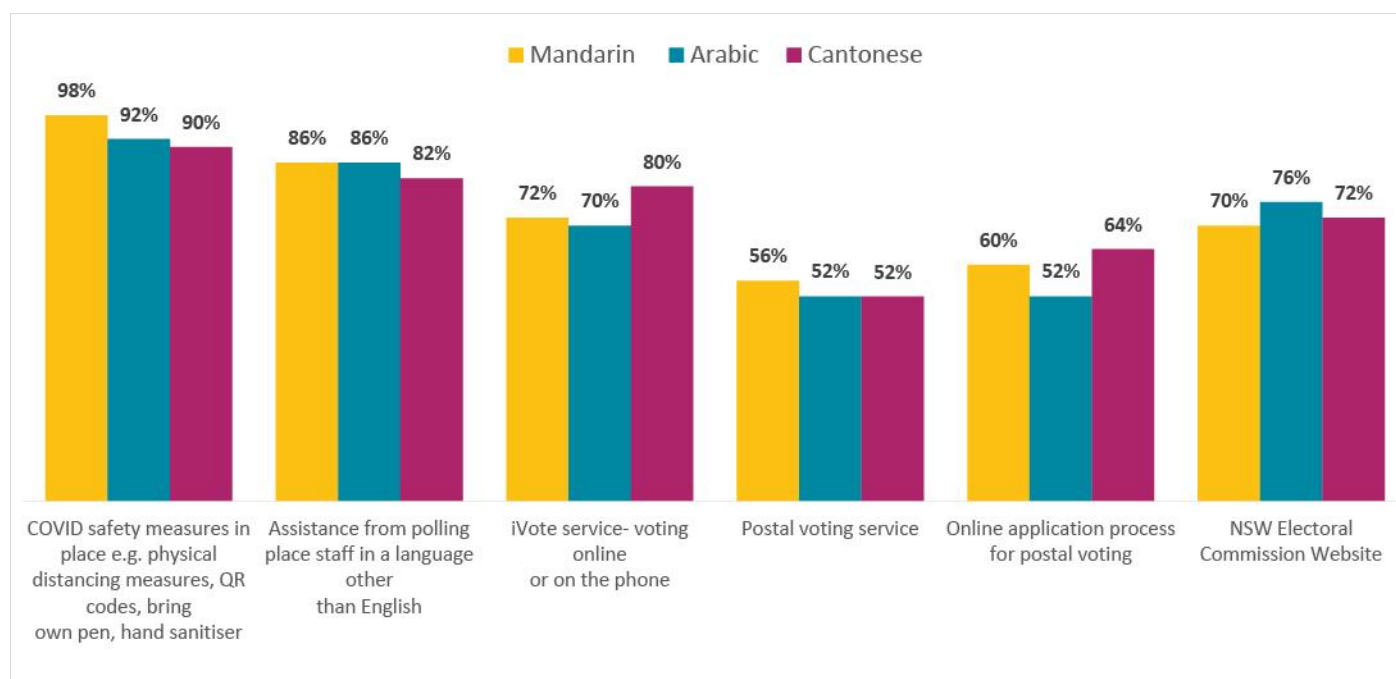
Around seven in ten Mandarin-speaking (72%) and Arabic-speaking (70%) participants reported that the iVote service was important, with this marginally higher among Cantonese-speaking participants (80%).

Approximately seven in ten Cantonese-speaking (72%) and Mandarin-speaking participants reported that the NSW Electoral Commission Website was important, with this marginally higher among Arabic-speaking (76%) participants.

Similar proportion of Cantonese-speaking (64%) and Mandarin-speaking (60%) participants reported the online application process for postal voting was important. This was marginally lower among Arabic-speaking participants (52%).

Postal voting service had relatively low ratings of importance across the in-language cohorts, with nearly three in five (56%) Mandarin-speaking and one in two Arabic-speaking (52%) and Cantonese-speaking participants (52%) rating it as important.

Figure 70 - Importance of elements in election: by language



Survey – CALD In Language Survey

Base – Total electors and non-electors; Mandarin-speaking (n=50); Arabic-speaking (n=50); Cantonese-speaking (n=50)

F1 - How important are the following to deliver a satisfactory voting service

**Table 65 - Importance of election elements**

COLUMN %	TOTAL	LANGUAGE SPOKEN			AGE			GENDER	
		ARABIC	MANDARIN	CANTONESE	18-44	45-64	65+	MALE	FEMALE
COVID safety measures in place e.g. physical distancing measures, QR codes, single use pen or bring own pen, hand sanitiser	93%	92%	98%	90%	95%	95%	88%	95%	93%
Assistance from polling place staff in a language other than English	85%	86%	86%	82%	89%	81%	84%	84%	85%
iVote service- voting online or on the phone	74%	70%	72%	80%	82%	71%	66%	72%	75%
Postal voting service	53%	52%	56%	52%	51%	57%	50%	44%	57%
Online application process for postal voting	59%	52%	60%	64%	58%	62%	53%	65%	56%
NSW Electoral Commission Website	73%	76%	70%	72%	82%	71%	59%	77%	71%
Base number n	150	50	50	50	55	63	32	43	107

Survey – CALD In Language Survey

Base – Total electors and non-electors (2021)

F1 - How important are the following to deliver a satisfactory voting service

**Opportunities for improvement**

Across all in-language cohorts, over one in two participants reported desire for voting improvements in-language.

*I feel that my English is not good, if the ballot paper in Chinese, I can understand, that is better. Have staff who can speak Chinese*

**Mandarin-speaking Participant**

Nearly one in two (48%) Cantonese-speaking participants identified the need for improved in-language awareness of elections. This unprompted opportunities for improvement was also relatively high for Mandarin-speaking participants (34%), yet significantly reported significantly less often among Arabic-speaking participants (18%).

*To have awareness about the election and give people more information about voting, especially for first time people in voting*

**Arabic-speaking Participant**

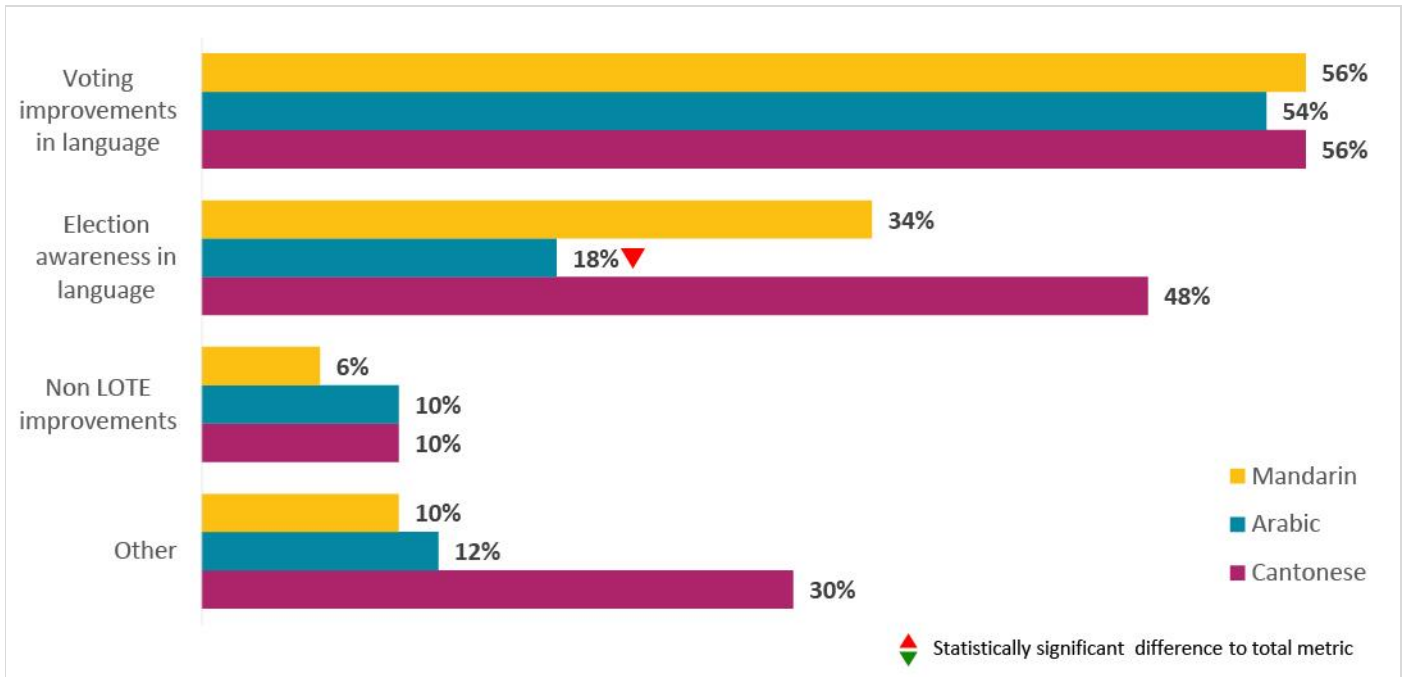
Cantonese-speaking participants (30%) were more likely to provide other opportunities for improvement than Arabic-speaking (12%) and Mandarin-speaking (10%) participants. In general, fewer culturally and linguistically diverse (CALD) participants provided opportunities for improvement aside from language-related improvements.

*If you go online to apply for postal voting, isn't that redundant for people who can't use the internet and email or mail about candidate information and SMS reminders and Chinese SMS reminders*

**Cantonese-speaking Participant**

Figure 71 - Suggested improvements in voting experience: by language





Survey – CALD In Language Survey

Base – Total electors and non-electors: Mandarin-speaking (n=50); Arabic-speaking (n=50); Cantonese-speaking (n=50)

F3 - In your own words, how could the voting experience be better for you, and others that speak in [ARABIC / CANTONESE/ MANDARIN] ?



## 6. Living with Disability Qualitative Findings

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## 6. Living with Disability Qualitative Findings

### 6.1 Overview

Qualitative research among electors living with disability was included to explore their experience of voting. The research was conducted between 8th and 10th December 2021, and included 34 participants in an online community, over a three-day period. The online community involved written exercises and text-based discussions guided by a structured discussion guide. Fiftyfive5 sourced the sample of participants, with support from qualitative recruitment partner Q&A, which included representation of persons with hearing impairment, mobility restrictions, use of wheelchair, reading difficulties and vision impairment.

In addition to the online community, 5 semi-structured in-depth telephone interviews of 30 minutes duration were conducted with electors who were blind or self-identified as having reading difficulties. These interviews were led by an experienced qualitative moderator and used a semi-structured discussion guide.

### 6.2 Key Metrics Summary

#### Fair and impartial

As noted in previous sections of this report, the experience of elections in NSW was considered fair and impartial by the majority. When exploring why this might be the experience among the qualitative research participants living with disability, we found that the perception of fairness and impartiality was closely linked to both overall trust in the democratic system, and in the specific voting process.

Participants identified that trust in the NSW Electoral Commission, and the democratic process, was shaped by knowledge and familiarity with the checks and balances that have been built into the system. This includes scrutineers to check the process and witnesses for counting acted as symbols of the democratic nature of the process and were identified as elements of the experience that enhanced perceptions of trust among participants.

However, those participants who described themselves as less familiar or educated about these processes were less likely to have trust in the electoral system.

*“I suppose you could say I don't really trust the process overall ... How do we know what happens after I cast my vote? Who counts the ballots? Are there checks done to ensure accuracy? There just isn't enough transparency in the process after you vote.”*

**In-person voter, blind or low-vision**

Similarly, those voting methods with which participants were more familiar also attracted greater trust; such as in-person voting. Whereas postal and telephone voting were felt to include greater risk for votes to be lost or not counted appropriately.

*“Australia Post is your weakest link. The riskiest. The ability to have someone there, there is more faith that you've done the right thing to have a valid vote. With postal there's more chance of an invalid vote.”*

**Pre-poll voter, mobility restrictions**

#### Satisfaction

Satisfaction with the voting experience was described by participants as being shaped by familiarity and simplicity. Where the anticipated steps involved in the process were understood, responsibilities were dispatched efficiently, and little support was required, the experience was positive.

*“I walked to the school near my home to vote as it was a polling station. I always go there to vote. It's so convenient. I didn't have the hassle of looking up the Electoral Commission website to find the nearest polling station.”*

#### **Pre-poll voter, reading difficulties**

*“I drove myself and didn't need assistance this time. I knew that I could vote at my daughter's school, so it was just a quick drive from our place and thankfully the line wasn't long so I was in and out fairly quickly.”*

#### **In-person voter, mobility restrictions**

However, some aspects of the process added complexity, which had the potential to create dissatisfaction for some participants. The requirement to ensure that the voting process was COVID-safe also introduced new elements to the experience that also added complexity for some participants.

- **Mobility-related obstacles:** inadequate parking, long queues, crowds, COVID-19 check-in process, unfamiliar terrain, associated pain and exhaustion, and requirements to carry ballot papers and pens added complexity to the process for participants with mobility-related disability.
- **Vision-related obstacles:** font-sizes on ballot papers, and compromised privacy if help requested were identified by participants with vision-related disability.
- **Hearing-related obstacles:** inability to hear staff during the name and address check or when provided with instructions or information on candidates, and loud background noise enhanced this obstacle. These obstacles were also compounded by COVID-19 safety measures such as face masks and the how to vote cards moving 100m of an entrance to a voting centre.
- **Reading-related obstacles:** the time-pressure of the voting experience added complexity to the process for participants with reading-related disability. These participants also identified concern that their privacy would be compromised if they had requested help.

As noted previously among those participants living with disability, a lack of deep understanding of the process, or a perception that the process was complicated damaged both their satisfaction with the process, and their perception that the process was fair and impartial.

### **6.3 Differences between voting methods**

Among those participants who choose the same method of voting as they had done previously, there were three areas of influence.

1. **Repeated experience** of the choice of voting method led to a perception that this method was straightforward and predictable.
2. **Familiarity** with their chosen voting method was strong, ensuring that the experience was simple, and participants felt in control.
3. **Trust** with their chosen method was also strong, familiarity with checks and balances led to a preference to use this voting method again.

Those who had changed their behaviour and voted online had done so with support. A trusted advisor, such as a family member, recommended that these participants try online voting, and provided support during the process.

#### **Voting in person – pre-poll**

Those participants who voted in-person via pre-poll, identified the following advantages and barriers.

- **Advantages:** participants identified the reduced volume of other voters as a specific advantage of pre-poll voting. This created simplicity for logistics such as parking, navigating the voting environment, and fewer noise-related obstacles. Fewer people also led to a faster, more efficient process for participants.

*“It was best for me to avoid crowds. I found the experience much easier than anything I had done previously as there were no queues or people handing out cards being a distraction.”*

**In person voter, reading difficulties**

- **Barriers:** participants felt that the pre-poll voting environment did not provide a solution for those who required support and had concerns about confidentiality. A lack of certainty on the eligibility criteria for pre-poll voting, and enjoyment of the community-spirit experienced when voting on election day were also highlighted as reasons why participants would choose not to vote pre-poll.

**Voting in person – on election day**

- **Advantages:** familiarity with the process, and associated confidence that it was legitimate, and fair generated a sense of trust and reassurance. The occasion of Election Day was also an event that participants wanted to feel part of.

*“I feel accomplished when I vote in person. It's quite simple... you turn up, get your name marked off and vote on your card then place it in the box, very simple.”*

**In-person voter, hearing impairment**

- **Barriers:** those who were less familiar with the voting environment, or who voted during a period when many others were also voting, found voting in-person on election day challenging. The associated crowds, noise, queuing for long periods and difficulty in accessing confidential support were obstacles for these participants. The context of COVID-19 also created stress, with concern among these participants who they were increasing their risk of catching COVID-19 by spending time queuing to vote with others.

**Voting in person – COVID-19**

Participants described a range of different perspectives of the implications of COVID-19 on their voting experience, shaped by their personal level of concern about catching COVID, and whether any communication about changes to the voting process had made an impact on their preparation.

*“They said well if you don't have a pen, you have to go get one. I said I really can't queue up again. I tried borrowing a pen and with COVID, people were a bit funny. I couldn't really do anything so I had to put my ballot box without a mark and my vote wasn't counted. I don't think that was fair. They said we didn't get any pens in this polling booth. That message wasn't put out there.”*

**In-person voter, mobility restrictions**

*“I felt the Covid safety measures were in place, there was signage on the doors and walls regarding covid check in, masks and social distancing, hand sanitiser was also available and the pens we used we were told to keep as they could not be reused, so I was very happy with the covid measures in place.”*

**In person voter, vision impairment**

*“There was no social distancing because there was only one person who was checking the QR sign in on people's phone.”*

**Pre-poll voter, reading difficulties**

## iVote

- **Advantages:** A clear advantage identified by participants was the convenience and comfort associated with the location of voting online. Removing the requirement to attend a polling place, offering a particular benefit for those with mobility-related disability. Among those nervous about spending time with groups of people and the associated risk of catching COVID-19 this ability to vote at an internet-enabled location of choice also removed obstacles. Offering online voting was also interpreted as a sign of positive budget-management by the NSW Electoral Commission, with the assumption that the staff at polling places would be a significant cost to NSW government.

*“I had the option to vote online from the comfort of my home, with all the time in the world to read, understand, and then cast my vote. I’ll be doing this in every possible election from now on.”*

**iVoter – online, reading difficulties**

*“I would like to congratulate the Electoral Commissioner on the availability of iVote. It helped myself and a lot of other people with disabilities to be able to vote easily and safely.”*

**iVoter – online, mobility restrictions**

- **Barriers:** Participants also held a range of concerns about online voting. Among those who were not familiar with the process and expected it to be complicated also felt that it would be less trustworthy. Specific areas of confusion related to eligibility and understanding of the way in which online votes were counted. Among those who had heard of technical difficulties experienced by others, concerns were raised about the perceived complexity of the process.

*“For iVote I think will be good to have a troubleshooting FAQ\*, I know people, who try to apply for iVote but did not receive code. So, to solve this problem they had to call office and stay on hold.*

**iVoter – online, mobility restrictions**

*\*It is important to acknowledge that these FAQs were available on the website, but based on this comment it was not found by all website users.*

*“Most definitely iVote is a big step forward, but there was no notice or advertising around it.*

**In-person voter, blindness or low-vision**

## Postal Voting

- **Advantages:** Postal voting was also associated with greater convenience, which removed the environmental and logistical obstacles experienced by participants when voting in-person. Among those familiar with the process it was considered straightforward and self-paced. Among those concerned about the risk of catching COVID-19 at a polling place, postal voting was considered a positive alternative that avoided this risk.

*“You don’t have to be in pain from having to wait in line. I have a spinal injury which limits me to getting out every day without assistance, so postal service is easier as I can get a carer to post it for me.”*

**Postal voter – mobility restrictions**

- **Barriers:** Participants felt that postal voting could be rushed and therefore stressful. They might only have a short time to consider candidates between their receipt of the ballot papers and returning to the NSW Electoral Commission by the deadline. Concerns were also raised by participants about a lack of access to NSW Electoral Commission staff to provide guidance on how to vote, among those who needed support.

## 6.4 Communication

Participants who desired more information highlighted social media, print and word of mouth from friends and family as sources where they would expect to find information about an upcoming election. And therefore, the content of these communications could focus on the topics that participants felt would build their familiarity with the voting process and consequently build their confidence in the democratic process. Two of these topics were particularly important for this.

### High Priority

- **Details on the polling place venue:** parking, accessibility, walking distances required. Having prior knowledge of this information would have enabled participants to have more control over their voting experience, reducing complexity and enabling more energy to be directed towards decisions related to who to vote for.
- **Details on the voting options available:** empowering participants to feel that they have access to all the information required to make an informed choice on the voting option with the least obstacles for them personally will enhance the experience of the democratic process.

### Important, but lesser priorities

- **More information on local candidates:** ensuring participants feel that they were making an informed choice when voting.
- **More notice of election timing:** will allow participants to prepare for both the logistics of voting, and in the decision over who to vote for.
- **Clear communication of COVID-19 requirements:** specifically what preparation was required prior to attending a polling place.

### NSW Electoral Commission website – what’s working

Participants had found the NSW Electoral Commission website to be comprehensive and informative, with all the necessary information available. They also found it visually appealing, easy to navigate, with the option to sign up for reminders an appealing feature.

*“It was helpful because all the information I wanted to find was there and it was easy to find. It was an intuitive website and everything was where I expected it to be. I wish other government websites were as good as this one.”*

#### iVoter – online, blindness or low vision

*“I noticed they had many links and the information was easy to access. I liked that you can sign up to receive reminders about future elections and that there was a calendar of upcoming events.”*

#### In-person voter, hearing impairment

### NSW Electoral Commission website – additions for consideration

However, those participants who felt less confident searching for information online found the website to be difficult to navigate and required support to find what they were looking for.

*“It gave me my electorate zone and offered me the option of browsing the council area, but did nothing. I’m not very technological, but fair dinkum ... It only gave the alphabet down one side, with a line to a plus sign on the other side. I don’t know if I was meant to go through the alphabet, or what that would achieve.”*

#### In-person voter, hearing impairment

Among those seeking information about the accessibility of polling places, it was felt that this information should also be made available on the website.

*“No distance included, no number of stairs, whether stairs are standard construction and if a handrail was available... No details as to whether the Polling Booth is fully ventilated, a COVID-19 concern which will still be with us at the next NSW Council Elections.”*

**iVoter – online, mobility restrictions**

## **6.5 Enhancing engagement in future**

Participants felt that the current voting options could be further enhanced to improve accessibility and reduce obstacles for people with disability.

- For voting in-person the importance of how to vote cards was stressed. Without how to vote cards participants voting in person had to rely on their hearing, comprehension and memory, which had a negative impact on their experience of voting.
- Text message election reminders could be used to target communications about the date of the election.
- QR codes on advertising materials could direct individuals to the NSW Electoral Commission website to find more information about polling places and candidates.
- Participants desired more support online to learn about the online voting process, i.e. voting simulation exercises.
- Polling place congestion information could be published to allow participants to choose a polling place with the shortest wait time.
- Fast track lanes could be provided for electors with disabilities to reduce their wait time in future.
- A greater number of COVID-19 QR check-in signs would be useful, if COVID-19 check-in was required during the next election.





## 7. Candidate Survey Findings

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## 7. Candidate Survey Findings

### 7.1 Overview

This section discusses findings from the Candidate Survey that 314 Candidates and 5 Registered Officers completed. This was a 17-minute median online quantitative survey conducted between 20<sup>th</sup> December 2021 and 10<sup>th</sup> January 2022.

This component of the research aimed to gain a representative view of the opinions of Candidates to evaluate NSW Electoral Commission services at the 2021 NSW Local Council elections and to deliver actionable insights to increase understanding, trust and future participation in democracy.

### Methodology

Table 66 - Sample Profile

		%	ROW N
<b>Gender</b>	Male	61%	192
	Female	36%	113
	Other / prefer not to say	3%	9
<b>Age</b>	18-34	7%	23
	35-44	8%	24
	45-54	13%	41
	55-64	34%	108
	65+	35%	109
	<b>Location</b>	Metro	31%
Regional		34%	107
Rural		35%	109
<b>Nomination Position</b>	Councillor	92%	288
	Mayor and Councillor	8%	26
	Registered officer	0%	0
<b>Aboriginal or Torres Strait Islander</b>	Yes	3%	9
	No	90%	284
	Prefer not to say	7%	21
<b>Language other than English</b>	Yes	6%	19
	No	91%	285
	Prefer not to say	3%	10
<b>Accessibility Conditions</b>	Reading difficulties	1%	2
	Hearing impairment, including deafness	4%	12
	Mobility restrictions	4%	14
	Accessibility Conditions, The use of a wheelchair	1%	2
	NET: LIVING WITH DISABILITY	9%	27

Survey – Candidate Survey

Base – All Respondents

S3 - What gender do you identify as? S5b - To ensure we have a broad mix of participants in the survey... What is your age? Council Regional Classification S1 - Which of the following did you nominate as, in the 2021 NSW Local Government elections? I3 - Are you of Aboriginal or Torres Strait Islander origin? S5 - And do you speak another language other than English at home? S6\_ - Do you experience / have any of the following

## Key findings

Of the three key metrics measured as part of the Candidate survey, two metrics performed significantly lower in 2021 compared to 2017 and 2016. The level of overall satisfaction with the Local Government elections (41%) among candidate participants had significantly decreased since 2017 (59%) and 2016 (60%). In addition, around one in two (48%) participants reported that they were satisfied that the election was conducted fairly and impartially, which was significantly lower than results from 2017 (74%) and 2016 (77%). Trust in the voting process scored 56% among participants, however, no historical comparisons were available for this metric.

More than one in two (55%) candidate survey participants reported that they registered manually, with one in twelve (8%) who stated they registered online. A higher proportion of participants (80%) reported using the online nomination process, with one in five (20%) who did this in person.

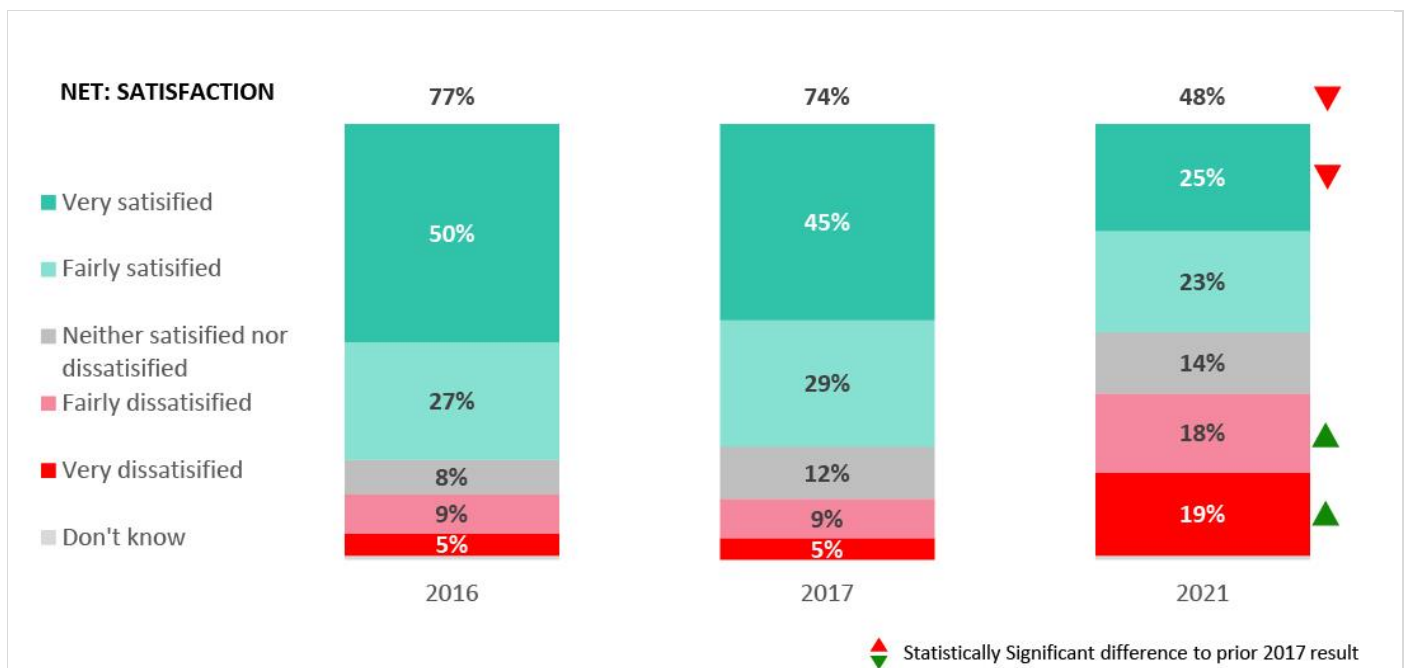
Candidate survey participants recalled accessing a range of NSW Electoral Commission information and resources, with four in five (79%) participants who reported that they received sufficient information from NSW Electoral Commission to explain their rights and obligations. Of the information and resources accessed, Election Bulletins had the highest rates of satisfaction (66%) followed by the Candidate handbook (58%), website (46%), helpdesk (35%) and advertising (34%). Around one in two (53%) candidate survey participants accessed a webinar run by NSW Electoral Commission and two in three (65%) reported this was useful. This perceived usefulness was lower among those who accessed the videos (28%).

## 7.2 Key Metrics Summary

### Elections are conducted fairly and impartially

Less than one in two (48%) candidate survey participants reported that they were satisfied that the election was conducted fairly and impartially, which was significantly lower than results from 2017 (74%) and 2016 (77%). One in four (25%) reported that they were very satisfied and a similar proportion (23%) reported that they were fairly satisfied. There were significantly higher levels of dissatisfaction that the election had been conducted fairly and impartially in 2021 compared to 2017 and 2016. Around one in five (18%) reported they were fairly dissatisfied and a similar proportion (19%) that were very dissatisfied in 2021.

Figure 72 - Satisfaction conducted fair and impartial election



Base – Total Candidates; 2016 (n=423), 2017 (n=313), 2021 (n=314)

A1. Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the NSW Local Government elections fairly and impartially?

**Table 67 - Satisfaction - Conducted fair and impartial election**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	25%	15%	25%	34%	20%	33%	12%	28%	32%
Fairly satisfied	23%	28%	21%	22%	24%	22%	17%	27%	25%
Neither satisfied nor dissatisfied	14%	16%	10%	16%	15%	12%	19%	8%	15%
Fairly dissatisfied	18%	25%	17%	15%	19%	18%	22%	15%	17%
Very dissatisfied	19%	15%	25%	14%	21%	13%	29%	21%	9%
Don't know/can't comment/not applicable	1%	1%	2%	0%	1%	2%	0%	1%	2%
Base number n	314	192	113	88	108	109	98	107	109

Survey – Candidate Survey

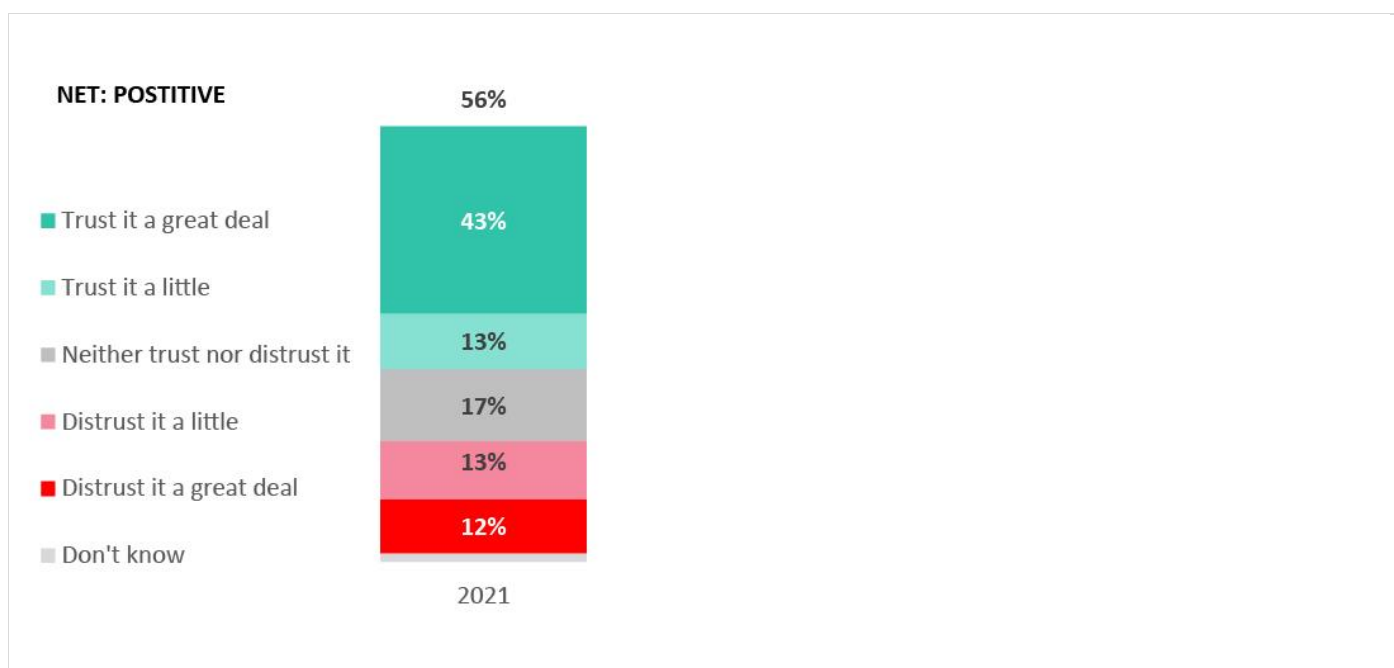
Base – Total Candidates 2021

A1. Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the NSW Local Government elections fairly and impartially?

### Trust in voting process

Nearly three in five (56%) candidate survey participants reported that they trusted the voting process, with more than two in five (43%) who trusted the process a great deal. Nearly one in five (17%) reported that they were neutral. One in five (25%) participants reported that they distrust the process, with more than one in ten (12%) who distrust it a great deal. No comparison to past years is available, as 2021 was the first time the question was asked.

**Figure 73 - Candidate trust in election process**



Survey – Candidate Survey

Base – Total Candidates (n=314)

A4. To what extent do you trust or distrust the election process in the 2021 NSW Local Government elections?

Table 68 - Trust in the voting Process: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Trust it a great deal	43%	41%	42%	48%	40%	49%	33%	38%	57%
Trust it a little	13%	15%	10%	14%	16%	8%	11%	18%	9%
Neither trust nor distrust it	17%	16%	15%	19%	18%	15%	14%	16%	19%
Distrust it a little	13%	11%	18%	7%	12%	13%	20%	12%	8%
Distrust it a great deal	12%	16%	13%	10%	13%	13%	17%	16%	5%
Don't know	2%	1%	3%	2%	2%	2%	4%	0%	2%
Net Trust	56%	56%	52%	61%	56%	57%	44%	56%	66%
Net Distrust	26%	24%	27%	27%	31%	17%	38%	28%	13%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

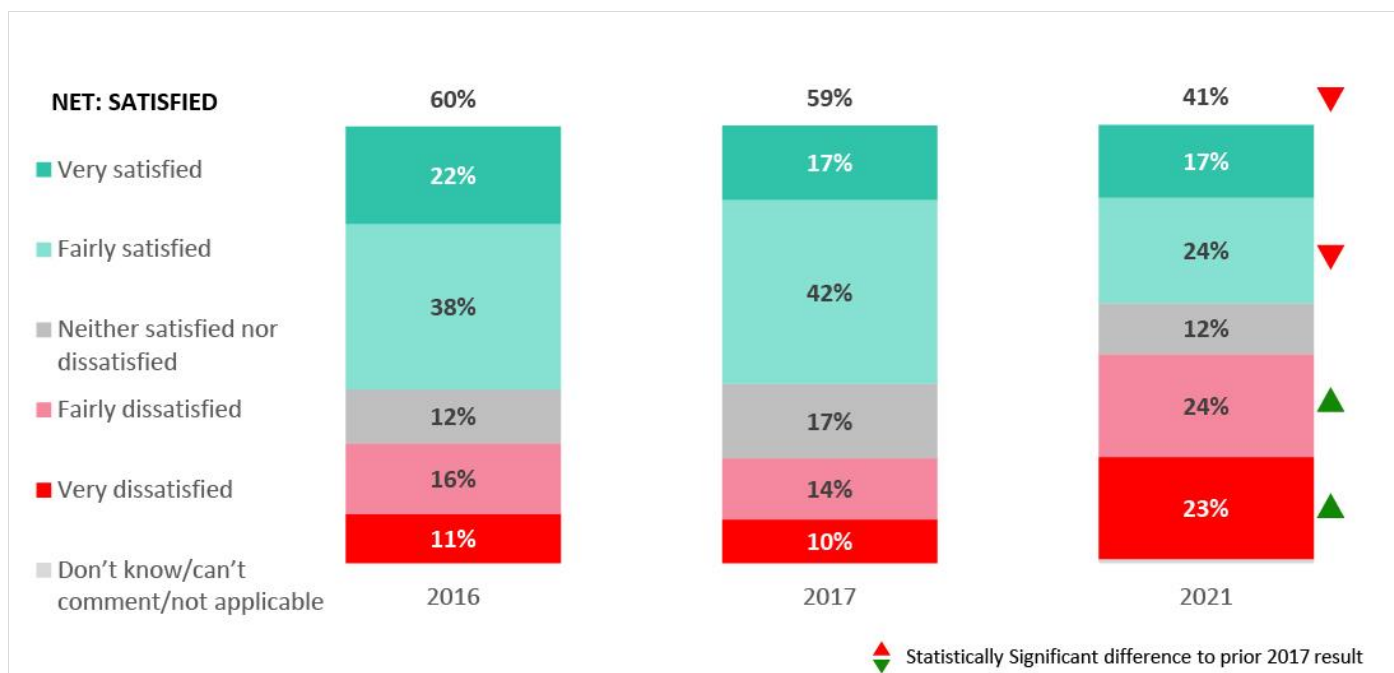
Base – Total Candidates 2021 (n=314)

A4. To what extent do you trust or distrust the election process in the 2021 NSW Local Government elections?

Satisfaction with overall experience

The level of overall satisfaction with the Local Government elections (41%) among candidate survey participants had significantly decreased since 2017 (59%) and 2016 (60%). In 2021, nearly one in five (17%) reported they were very satisfied and one in four (24%) were fairly satisfied. There were significantly higher levels of dissatisfaction in 2021 compared to 2017 and 2016, with around one in four (24%) who reported they were fairly dissatisfied and a similar proportion (23%) that were very dissatisfied.

Figure 74 - Overall satisfaction with Local Government elections experience



Survey - Candidate Survey

Base - Total Candidates: 2016 (n=423); 2017 (n=313); 2021 (n=314)

A2. Taking everything into account, how satisfied or dissatisfied were you with your overall experience as a Candidate in the 2021 NSW Local Government elections?

Table 69 - Satisfaction with Local Government elections experience – By subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	17%	9%	18%	23%	12%	25%	6%	15%	28%
Fairly satisfied	24%	31%	23%	22%	20%	33%	20%	22%	29%
Neither satisfied nor dissatisfied	12%	11%	9%	13%	17%	2%	14%	9%	12%
Fairly dissatisfied	24%	22%	23%	27%	28%	18%	26%	27%	18%
Very dissatisfied	23%	27%	26%	15%	22%	22%	34%	26%	11%
Don't know/can't comment/not applicable	1%	0%	1%	1%	1%	1%	0%	0%	2%
Net Satisfied	41%	40%	41%	45%	32%	58%	27%	37%	57%
Net Dissatisfied	47%	49%	49%	41%	51%	40%	59%	53%	29%
Base number n	314	88	108	109	192	113	98	107	109

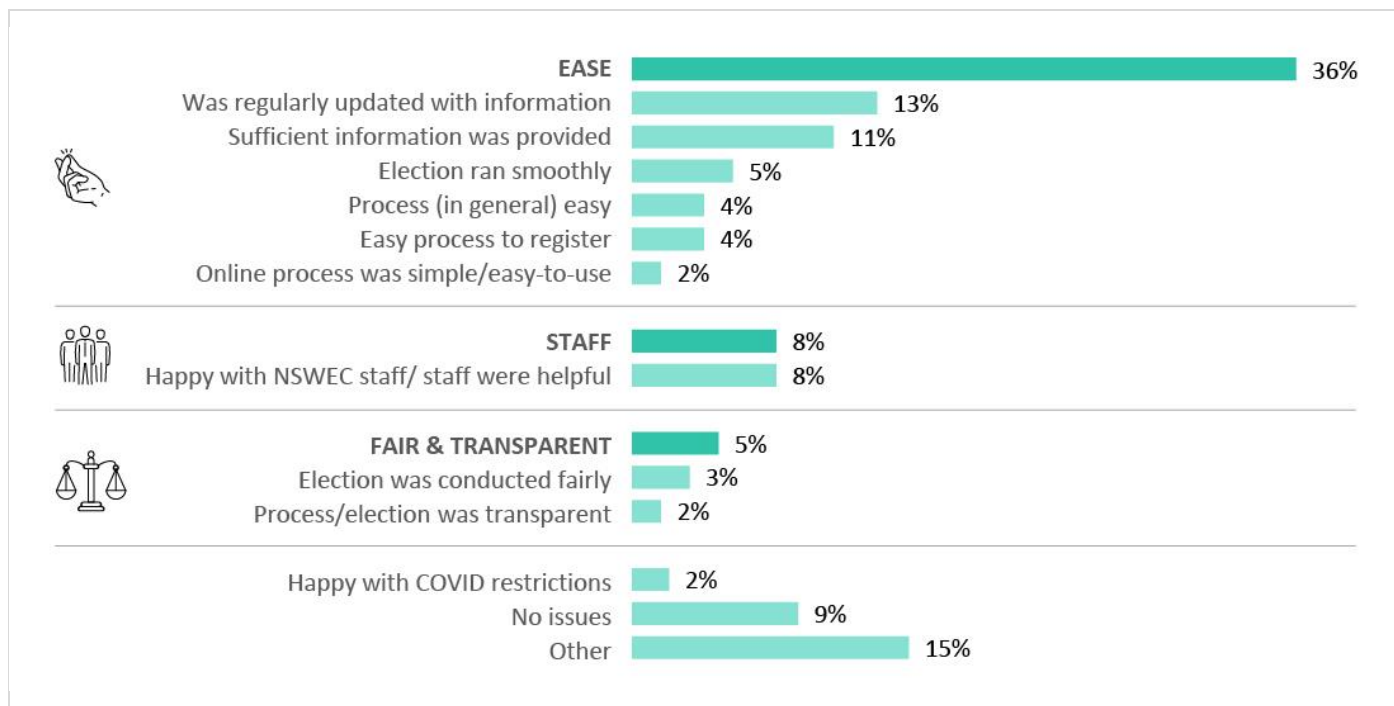
Survey - Candidate Survey

Base Total Candidates 2021 (n=314)

A2. Taking everything into account, how satisfied or dissatisfied were you with your overall experience as a Candidate in the 2021 NSW Local Government elections?

Reasons for satisfaction or dissatisfaction

Figure 75 - Reasons for satisfaction with overall experience



Survey - Candidate Survey

Base - Candidates (Satisfied n=128)

A3. And why were you [satisfied]

**Table 70 - Reasons for Satisfaction: by subgroup**

		TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
			18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
EASE	Was regularly updated with information	13%	17%	16%	8%	5%	20%	19%	13%	11%
	Sufficient information was provided	11%	14%	9%	10%	10%	11%	4%	8%	16%
	Election ran smoothly	5%	6%	5%	6%	8%	3%	8%	5%	5%
	Process (General) easy	4%	0%	7%	4%	3%	5%	4%	0%	6%
	Easy process to register	4%	9%	5%	0%	6%	2%	4%	3%	5%
	Online process was simple/easy-to-use	2%	0%	2%	2%	0%	3%	0%	3%	2%
	NET	36%	40%	41%	29%	31%	40%	38%	28%	40%
STAFF	Happy with NSWEC staff/ staff were helpful	8%	3%	14%	6%	6%	9%	0%	10%	10%
FAIR AND TRANSPARENT	Election was conducted fairly	3%	6%	0%	4%	6%	0%	0%	5%	3%
	Process/election was transparent	2%	0%	5%	0%	0%	3%	4%	0%	2%
	NET FAIR & TRANSPARENT	5%	6%	5%	4%	6%	3%	4%	5%	5%
COVID RESTRICTIONS	Happy with COVID restrictions	2%	0%	2%	4%	5%	0%	4%	3%	2%
NO ISSUES	No issues	9%	0%	9%	16%	10%	9%	8%	13%	8%
OTHER	Other	15%	17%	11%	16%	21%	9%	8%	25%	11%
	<i>Base number n</i>	128	35	44	49	62	65	26*	40	62

Survey -Candidate Survey

Base – Satisfied Candidates (n=128)

A3. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.

Satisfied candidate survey participants identified a range of reasons for their satisfaction, which were predominantly in relation to ease, staff, fair and transparent process and other reasons.

Ease was the most commonly reported reason for satisfaction, with more than one in three (36%) that reported this. Specific reasons included:

- One in eight (13%) reported that they were regularly updated with information.
- One in ten (11%) stated sufficient information was provided.
- One in twenty (5%) noted the election ran smoothly.
- A smaller proportion reported that the process was generally easy (4%), easy to register (4%) and online process as simple and easy to use (2%).

Of the candidate survey participants who were dissatisfied, the most commonly reported reasons were related to process, COVID-19, issues with fairness and transparency, NSW Electoral Commission or other reasons.

More than one in two (54%) dissatisfied candidate survey participants indicated that this was due to the process. This included a range of reasons:

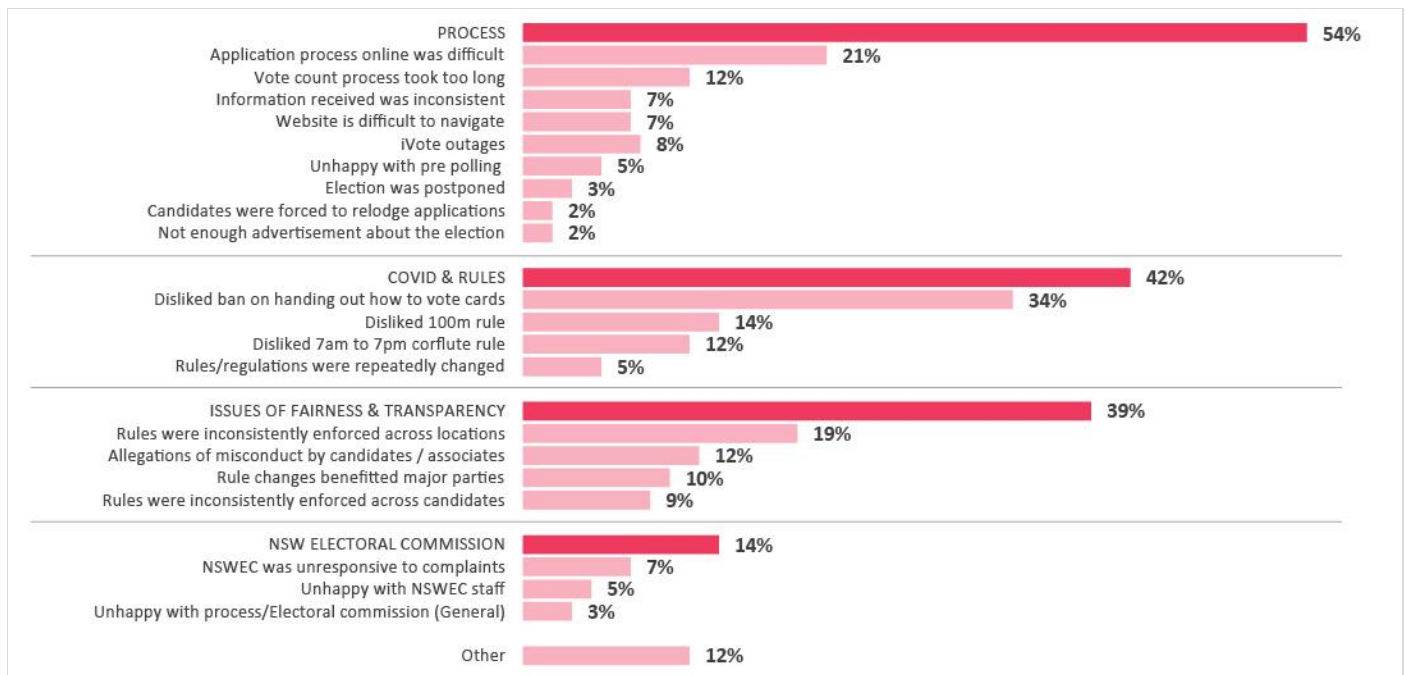
- One in five (21%) reported that the online application process was difficult.
- Around one in nine (12%) reported that the vote count process took too long.
- One in twelve (8%) reported that there were iVote outages.
- One in fourteen (7%) reported that the information received was inconsistent.
- One in fourteen (7%) reported that the portal was difficult.

- One in twenty (5%) were unhappy with pre polling.
- A smaller proportion reported the election was postponed (3%), need to relodge application (2%) and not enough advertisement about the election (2%) as reasons for dissatisfaction .

Two in five (42%) candidate survey participants identified COVID-19 rules as a key reason for dissatisfaction, particularly in relation to:

- More than one in three (34%) were dissatisfied with the ban on handing out how to vote cards (within 100m of polling places).
- One in seven (14%) reported they were dissatisfied with the 100m rule.
- One in eight (12%) were dissatisfied with the 7am to 7pm corflute rule.
- One in twenty (5%) were dissatisfied that rules/regulations were repeatedly changed.

**Figure 76 - Reasons for dissatisfaction**



Survey – Candidate Survey

Base – Dissatisfied Candidates (n=147)

A3. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.



**Table 71 - Reasons for dissatisfaction - By subgroup**

A3Coded by Banner for Word		TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
			18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
PROCESS	Application process online was difficult/confusing	21%	23%	23%	20%	25%	16%	12%	26%	28%
	Vote count process took too long	12%	16%	11%	9%	14%	7%	3%	14%	22%
	Information received was inconsistent	7%	12%	8%	2%	7%	7%	9%	9%	3%
	Website is difficult to navigate/too complex	7%	7%	4%	11%	8%	4%	7%	7%	9%
	Unhappy with pre polling (length of time etc.)	5%	5%	4%	7%	2%	11%	7%	5%	3%
	iVote outages	8%	14%	8%	2%	9%	4%	7%	5%	16%
	Candidates were forced to reodge applications	2%	2%	0%	4%	2%	2%	3%	2%	0%
	Information received was hard to understand	1%	0%	4%	0%	0%	4%	2%	0%	3%
	Facilities at polling location were not to standard (i.e. lack of toilets, parking etc.)	1%	0%	2%	2%	2%	0%	2%	2%	0%
	Election was postponed	3%	0%	6%	2%	2%	4%	5%	2%	3%
	Not enough advertisement about the election	2%	2%	2%	0%	1%	2%	2%	4%	0%
	Website doesn't have a search function	1%	0%	0%	2%	1%	0%	2%	0%	0%
	<b>NET PROCESS ISSUES</b>	<b>54%</b>	<b>67%</b>	<b>47%</b>	<b>47%</b>	<b>56%</b>	<b>47%</b>	<b>47%</b>	<b>54%</b>	<b>69%</b>
COVID & RULES	Disliked ban on handing out how to vote cards	34%	40%	34%	27%	29%	42%	33%	46%	16%
	Disliked 100m rule	14%	16%	9%	16%	10%	20%	19%	11%	9%
	Disliked 7am to 7pm corflute rule	12%	7%	17%	9%	11%	11%	10%	18%	3%
	Rules/regulations were repeatedly changed	5%	12%	2%	4%	4%	9%	7%	7%	0%
	<b>NET COVID &amp; RULES</b>	<b>42%</b>	<b>47%</b>	<b>38%</b>	<b>42%</b>	<b>35%</b>	<b>56%</b>	<b>40%</b>	<b>58%</b>	<b>19%</b>
ISSUES OF FAIRNESS & TRANSPARENCY	Allegations of misconduct by candidates/associates of candidates	12%	14%	11%	13%	7%	24%	14%	16%	3%
	Rules/regulations were inconsistently enforced across different locations	19%	28%	17%	16%	22%	16%	26%	16%	13%
	Rules/regulations were inconsistently enforced across different candidates	9%	12%	13%	2%	7%	13%	10%	9%	6%
	Rule changes benefitted major parties	10%	12%	13%	2%	7%	13%	16%	7%	6%
	<b>ISSUES OF FAIRNESS &amp; TRANSPARENCY</b>	<b>39%</b>	<b>49%</b>	<b>40%</b>	<b>31%</b>	<b>35%</b>	<b>49%</b>	<b>48%</b>	<b>39%</b>	<b>25%</b>
NSW Electoral Commission	Unhappy with staff (knowledge, manner etc.)	5%	5%	4%	7%	6%	2%	9%	2%	3%
	Electoral Commission was unresponsive to complaints	7%	2%	11%	7%	6%	9%	12%	7%	0%
	Unhappy with process/Electoral Commission (General)	3%	0%	4%	2%	4%	0%	3%	4%	3%
	<b>NET NSW ELECTORAL COMMISSION ISSUES</b>	<b>14%</b>	<b>7%</b>	<b>17%</b>	<b>13%</b>	<b>14%</b>	<b>11%</b>	<b>19%</b>	<b>12%</b>	<b>6%</b>
No Comment/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	
<i>Base number n</i>	<b>147</b>	<b>43</b>	<b>53</b>	<b>45</b>	<b>97</b>	<b>45</b>	<b>58</b>	<b>57</b>	<b>32</b>	

Survey – Candidate Survey

Base – Dissatisfied Candidates (n=147)

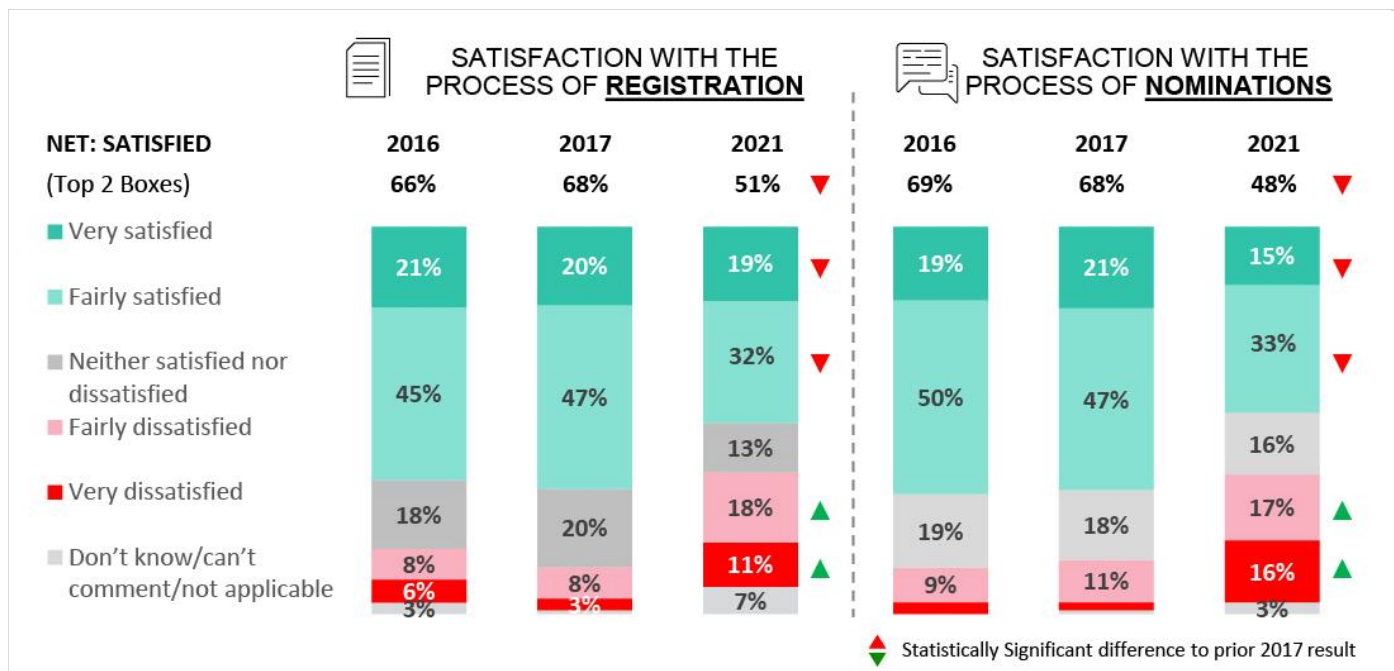
A3. And why were you [satisfied, neither, dissatisfied] OPEN ENDED RESPONSES POST-CODED.

### Satisfaction with Registration and nomination process

One in two (51%) candidate survey participants reported they were satisfied with the registration process in 2021, whereas nearly seven in ten (68%) were satisfied in 2017. Significantly fewer participants were very (19%) and fairly (32%) satisfied. There was also increased levels of dissatisfaction, with nearly one in five (18%) fairly dissatisfied and one in ten (11%) very dissatisfied.

Similarly, satisfaction with the nominations process had significantly decreased in 2021 (48%) compared to 2017 (68%) and 2016 (69%). Significantly fewer candidate survey participants were very (15%) and fairly (33%) satisfied. There was also increased levels of dissatisfaction, with nearly one in six (17%) fairly and (16%) very dissatisfied.

Figure 77 - Satisfaction with the process of registration and the process of nominations



Survey - Candidate Survey

Base - Total Candidates: 2016 (n=423); 2017 (n=313); 2021 (n=314)

C1. Overall, how satisfied or dissatisfied were you with the process of registering as a candidate or group of candidates with the NSW Electoral Commission?

C12. Overall, how satisfied or dissatisfied were you with the nominations process?

**Table 72 - Satisfaction with the process of registration: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	19%	20%	19%	19%	15%	27%	12%	18%	27%
Fairly satisfied	32%	28%	29%	39%	33%	30%	30%	27%	38%
Neither satisfied nor dissatisfied	13%	14%	14%	10%	12%	13%	14%	13%	11%
Fairly dissatisfied	18%	18%	20%	15%	20%	14%	19%	21%	14%
Very dissatisfied	11%	13%	12%	10%	13%	9%	15%	15%	5%
Don't know/can't comment/not applicable	2%	2%	1%	4%	2%	3%	5%	1%	1%
Did not apply to be registered	5%	5%	6%	4%	5%	4%	4%	5%	6%
Net Satisfied	51%	49%	47%	58%	48%	57%	42%	45%	64%
Net Dissatisfied	30%	31%	32%	25%	33%	23%	35%	36%	18%
Base number n	314	88	108	109	192	113	98	107	109

Survey - Candidate Survey

Base Total Candidates 2021 (n=314)

C1. Overall, how satisfied or dissatisfied were you with the process of registering as a candidate or group of candidates with the NSW Electoral Commission?

**Table 73 - Satisfaction with the process of nominations: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	15%	14%	12%	18%	13%	17%	10%	9%	24%
Fairly satisfied	33%	32%	38%	30%	31%	37%	29%	33%	38%
Neither satisfied nor dissatisfied	16%	18%	15%	15%	17%	13%	17%	13%	18%
Fairly dissatisfied	17%	19%	15%	18%	18%	18%	19%	20%	13%
Very dissatisfied	16%	17%	19%	13%	18%	12%	20%	21%	6%
Don't know/can't comment/not applicable	3%	0%	2%	6%	3%	3%	4%	4%	1%
Net Satisfied	48%	45%	50%	49%	44%	54%	39%	42%	61%
Net Dissatisfied	33%	36%	33%	31%	36%	30%	40%	41%	19%
Base number n	314	88	108	109	192	113	98	107	109

Survey - Candidate Survey

Base - Total Candidates 2021 (n=314)

C12. Overall, how satisfied or dissatisfied were you with the nominations process?

### 7.3 Registration process

#### System used to register

More than one in two (55%) candidate survey participants reported that they registered manually, with one in twelve (8%) who stated they registered online. Nearly two in five (37%) reported that they did not register.

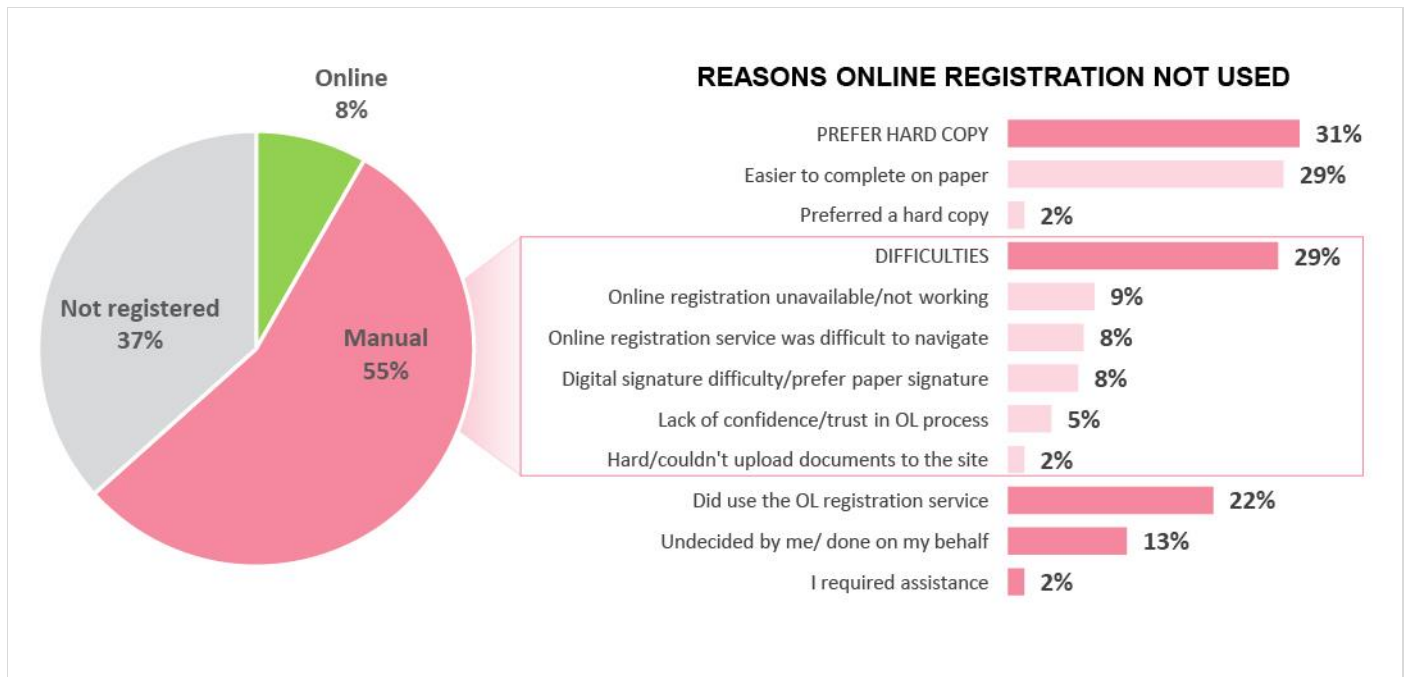
Of the candidate survey participants who registered manually, three in ten (31%) reported that they preferred hard copy registration. A further three in ten (29%) reported that they registered manually as they had experienced difficulties, in particular:

- Around one in ten (9%) stated that the online registration system was unavailable or not working

- One in twelve (8%) reported that the online registration service was difficult to navigate.
- One in twelve (8%) reported that they had difficulty with the digital signature and/or preferred paper signature.
- One in twenty (5%) reported they lack confidence or trust in online process.
- A smaller proportion (2%) reported it was hard or they couldn't upload documents to the site.

More than one in five (22%) reported that they did use the online registration service. One in eight (12%) stated that this was not their decision or the process was done on their behalf.

Figure 78 - Use of online system to register



Survey – Candidate Survey

Base – Registered manually, candidates (n=173)

C6. Records show that you used paper-based form to register and not the online registration service. Why is that?

**Table 74 - Use of Online System to Register : by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
I did use the OL registration service	22%	26%	18%	22%	21%	24%	17%	23%	26%
OL registration service was unavailable/not working	9%	5%	7%	13%	11%	6%	12%	10%	5%
Easier to complete on paper	29%	29%	39%	25%	33%	27%	19%	36%	33%
Hard to upload/couldn't upload documents to the site	2%	5%	2%	0%	1%	3%	3%	0%	2%
OL registration service was difficult to navigate	8%	10%	7%	9%	7%	10%	9%	5%	12%
Lack of confidence/trust in OL process	5%	2%	2%	9%	5%	4%	2%	7%	5%
Difficulty with digital signatures/prefer to sign on paper	8%	12%	7%	4%	9%	4%	9%	5%	10%
Undecided by me/ done on my behalf	13%	10%	16%	13%	13%	13%	21%	11%	5%
I required assistance	2%	2%	0%	3%	0%	4%	2%	1%	2%
Preferred a hard copy	2%	2%	0%	3%	1%	3%	0%	1%	5%
Don't know	5%	0%	5%	4%	4%	3%	9%	4%	0%
Other (specify)	4%	12%	4%	0%	4%	4%	3%	4%	5%
Base number n	173	42	57	68	101	67	58	73	42

Survey – Candidate Survey

Base – Registered manually, candidates (n=173)

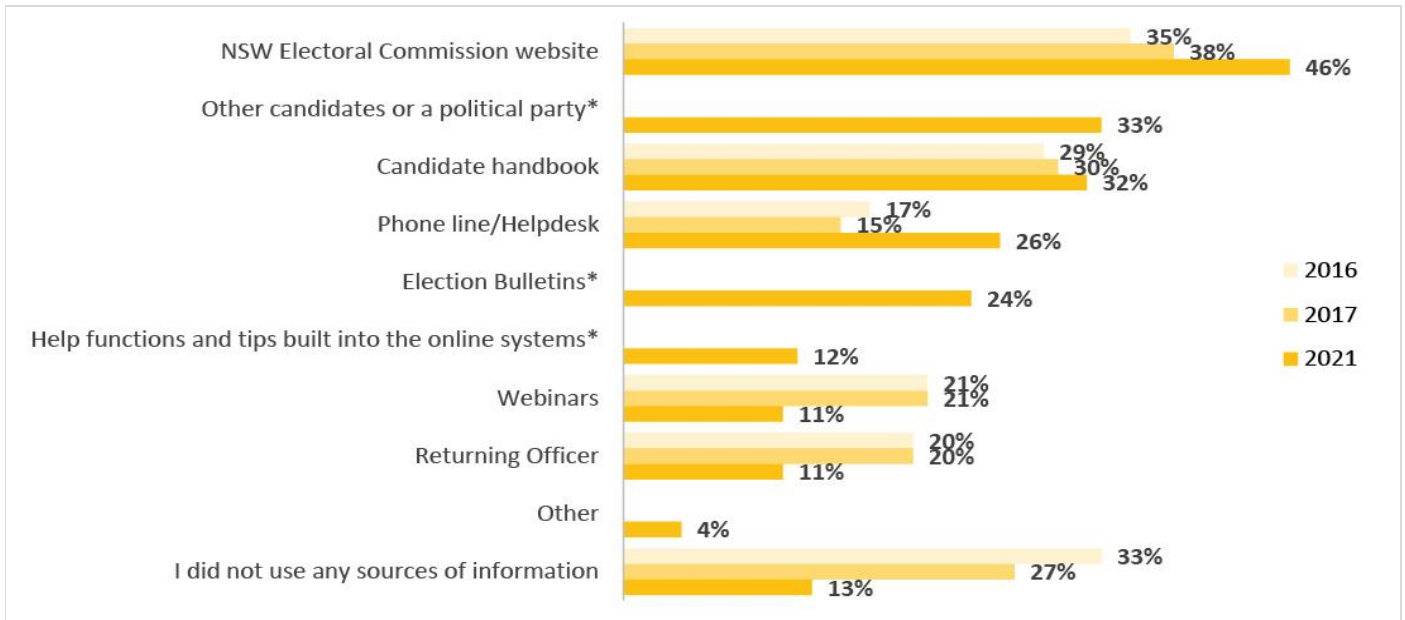
C6. Records show that you used paper-based form to register and not the online registration service. Why is that?

### Information and support with registration

Candidate survey participants identified a range of sources of information that they used to assist with the process of registering as a candidate or group. In 2021, nearly one in two (46%) reported that they used the NSW Electoral Commission website, which was marginally higher than 2017 (38%) and 2016 (35%). One in three (33%) participants noted that they received assistance with the registration process from other candidates or a political party. A similar proportion (32%) reported using the candidate handbook published by the NSW Electoral Commission. Around one in four participants reported using phone line/Helpdesk (26%) or Election Bulletins (24%). More than one in ten reported using help functions and tips built into the online systems (12%) or webinars (11%). A similar proportion reported that they contacted a Returning Officer (11%).

One in eight (13%) candidate survey participants reported that they did not use any sources of information, which was lower than 2017 (27%) and significantly lower than 2016 (33%).

**Figure 79 - Sources of information to assist with registering**



Survey – Candidate Survey

Base – Total Candidates; 2016 (n=423); 2017 (n=313); 2021 (n=314)

C2. Which of the following sources of information, if any, did you use to help you with the process of registering as a candidate or group?

Table 75 - Sources of information to assist with registering: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-34	35-54	55+	MALE	FEMALE	METRO	REGIONAL	RURAL
NSW Electoral Commission website	46%	58%	46%	39%	46%	48%	38%	49%	51%
Other candidates or a political party	33%	36%	32%	31%	31%	35%	49%	33%	19%
Candidate handbook	32%	47%	29%	27%	31%	35%	34%	27%	37%
Phone line/Helpdesk	26%	27%	25%	27%	24%	30%	26%	31%	23%
Election Bulletins	24%	28%	17%	27%	24%	23%	23%	28%	19%
Help functions and tips built into the online systems	12%	16%	10%	11%	10%	16%	7%	9%	18%
Webinars	11%	17%	9%	10%	10%	15%	13%	13%	8%
Returning Officer	11%	13%	9%	12%	11%	11%	12%	9%	12%
Other	4%	5%	4%	5%	3%	7%	2%	6%	5%
I did not use any sources of information	13%	9%	14%	15%	14%	11%	10%	15%	15%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

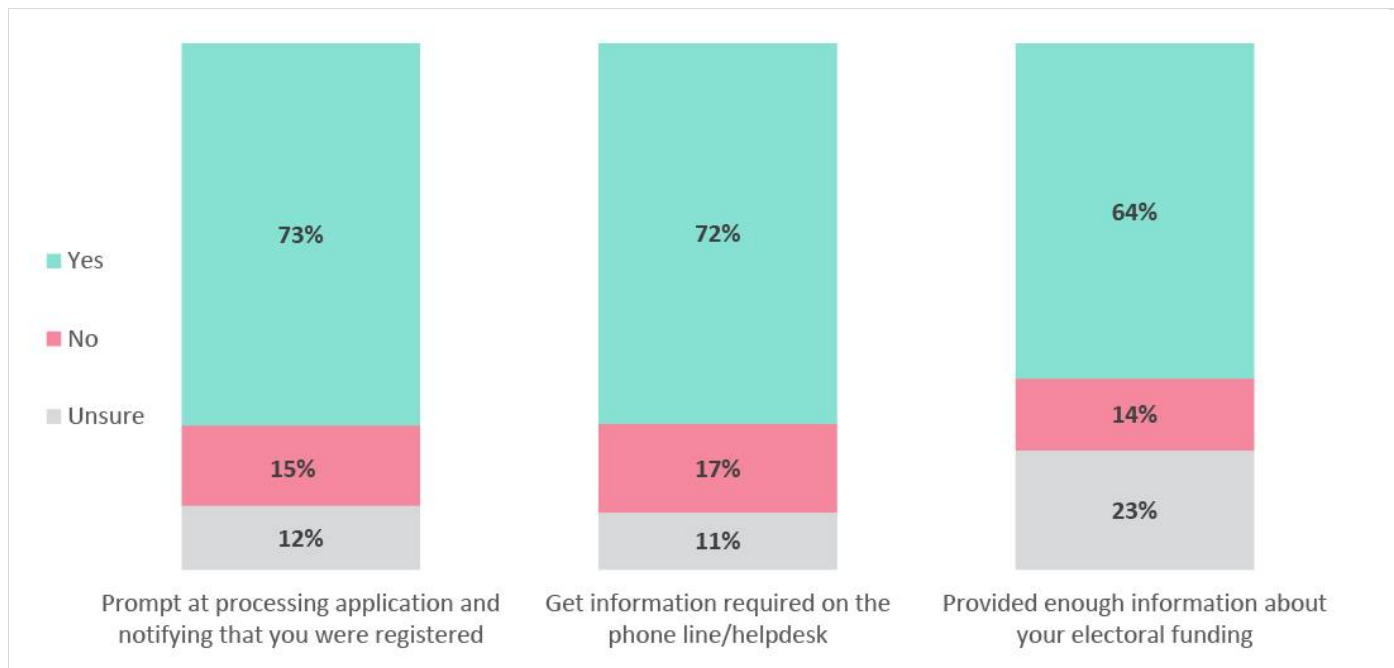
C2. Which of the following sources of information, if any, did you use to help you with the process of registering as a candidate or group?

As shown in

Figure 80, nearly three in four (73%) candidate survey participants agreed that NSW Electoral Commission was prompt at processing their application for registration and notified them when they were registered. A similar proportion (72%) agreed that they received the information required from the phone line or helpdesk. Nearly two in

three (64%) reported that NSW Electoral Commission provided enough information about their electoral funding obligations.

Figure 80 - NSW Electoral Commission support with registration



Survey – Candidate Survey

Base – Candidates who registered (n=314)

C4. Do you think the NSW Electoral Commission was prompt at processing your application for registration and notifying you that you were registered?

Table 76 - NSW EC Support with Registration – Promptness: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	73%	69%	74%	74%	71%	75%	74%	68%	75%
No	15%	19%	12%	16%	17%	12%	14%	19%	13%
Unsure	12%	11%	14%	10%	11%	12%	11%	13%	12%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Candidates who registered (n=314)

C4. Do you think the NSW Electoral Commission was prompt at processing your application for registration and notifying you that you were registered?

Table 77 - NSW EC Support with Registration - Phone-line/Helpdesk: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	72%	67%	67%	83%	66%	82%	64%	67%	88%
No	17%	21%	19%	10%	17%	15%	24%	18%	8%
Unsure	11%	13%	15%	7%	17%	3%	12%	15%	4%
Base number n	83	24*	27*	29*	47	34	25*	33*	25*

Survey – Candidate Survey

Base – Candidates who used phone line enquiry (n=83)

C3. Did you get the information you required on the phone line/helpdesk?

**Table 78 - NSW EC Support with Registration - Information about electoral funding: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	64%	58%	66%	69%	63%	66%	55%	67%	68%
No	14%	20%	8%	13%	17%	8%	16%	10%	15%
Unsure	23%	22%	26%	18%	20%	26%	29%	22%	17%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – All Candidates (n=314)

C9a - Electoral funding and disclosure legislation changed since the last local government elections. Leaving aside your views of the changes, do you think the NSW Electoral Commission provided enough information about your electoral funding...

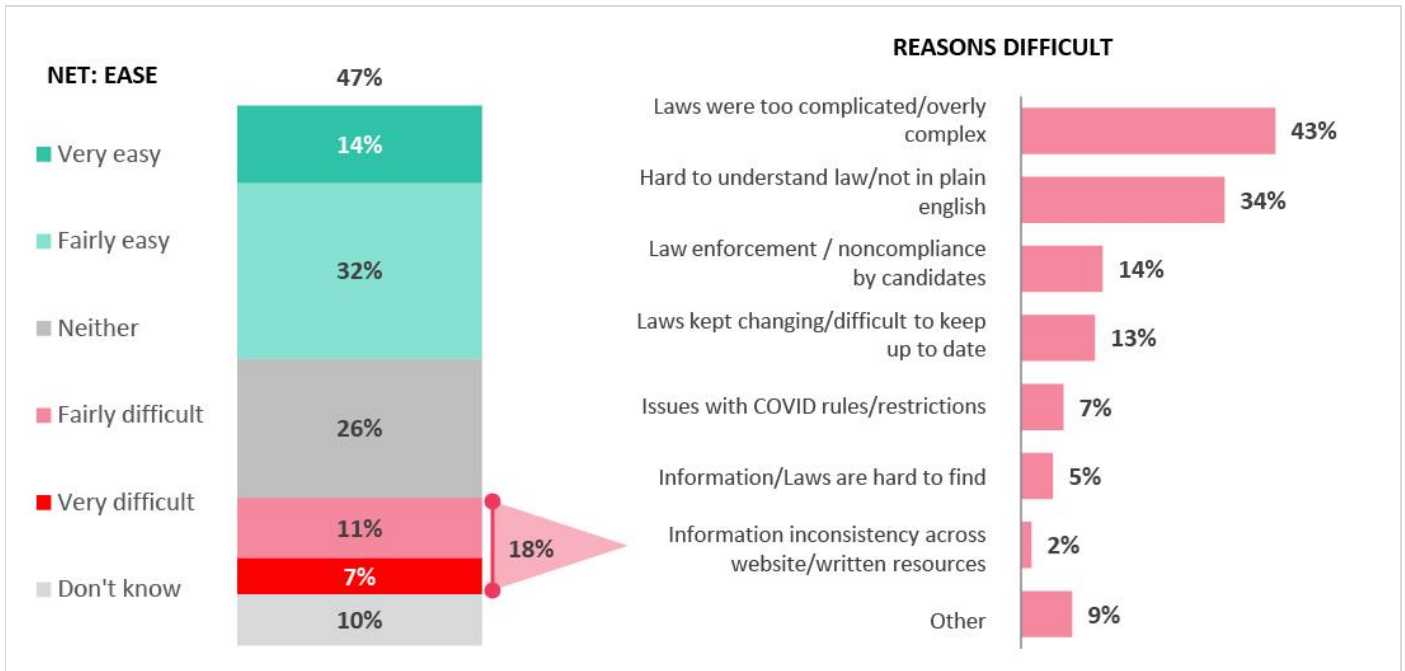
**Ease of understanding laws for managing campaign finances**

Although nearly one in two (47%) candidate survey participants found it easy to understand the laws for managing campaign finances, around one in five (18%) reported that it was difficult, with one in four (26%) neutral. Among the participants who reported it was difficult to understand laws for managing campaign finances, a range of reasons were provided:

- More than two in five (43%) noted that the laws were too complicated or complex.
- More than one in three (34%) reported it was hard to understand the law or it was not written in plain English.
- One in seven (14%) stated issues with law enforcement or noncompliance by candidates.
- One in eight (13%) reported it was difficult as laws kept changing and it was hard to keep up to date.
- One in fourteen (7%) reported issues with COVID rules/restrictions.
- One in twenty (5%) reported that information and laws were hard to find.
- More than one in ten (9%) participants provided other reasons.

**Figure 81 - Ease of understanding laws for managing campaign finances**





Survey – Candidate Survey

Base – All Candidates (n=314)

D2. Did you find it easy or difficult to understand and comply with the laws related to managing campaign finances?

Table 79 - Ease of understanding laws for managing campaign finances: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very easy	14%	11%	9%	22%	14%	15%	5%	14%	23%
Fairly easy	32%	28%	39%	31%	30%	39%	31%	35%	32%
Neither difficult nor easy	26%	27%	31%	20%	26%	27%	28%	28%	22%
Fairly difficult	11%	16%	10%	8%	14%	6%	14%	13%	6%
Very difficult	7%	9%	6%	5%	7%	4%	11%	6%	4%
Don't know/can't comment/not applicable	10%	8%	6%	14%	9%	9%	11%	5%	13%
Net Easy	47%	40%	48%	53%	44%	54%	36%	49%	55%
Net Difficult	18%	25%	16%	13%	21%	11%	26%	19%	10%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – All Candidates (n=314)

D2. Did you find it easy or difficult to understand and comply with the laws related to managing campaign finances?

**Table 80 - Reasons for Difficulty by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Laws were too complicated/difficult to comply/they are overly complex	43%	36%	59%	43%	50%	25%	40%	45%	45%
It is hard to understand the laws/they're poorly written/not in plain English	34%	32%	18%	43%	33%	25%	44%	25%	27%
Law enforcement / mentions of non-compliance by candidates	14%	23%	12%	7%	15%	17%	16%	20%	0%
Laws kept changing/difficult to keep up to date	13%	5%	18%	14%	8%	25%	20%	5%	9%
Issues with COVID rules/restrictions	7%	9%	0%	14%	5%	17%	0%	15%	9%
Information/Laws are hard to find	5%	9%	6%	0%	5%	8%	8%	0%	9%
Information inconsistency across website/written resources	2%	5%	0%	0%	0%	8%	0%	5%	0%
Other (specify)	9%	14%	12%	0%	8%	17%	12%	5%	9%
<i>Base number n</i>	56	22*	17*	14*	40	12*	25*	20*	11*

Survey – Candidate Survey

Base – Candidates who found it difficult to understand or comply with laws related to managing finances (n=56)

D2b. You said it was difficult to understand or comply with laws related to managing campaign finances. Why is that?

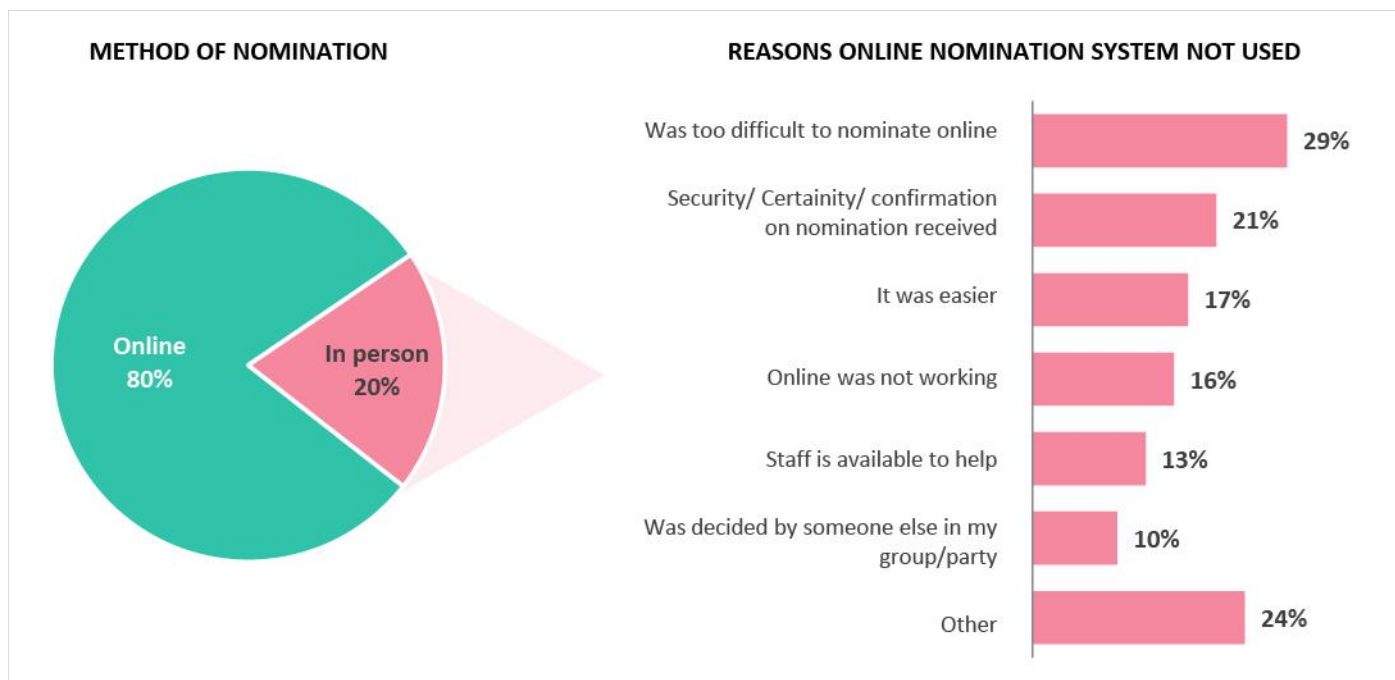
## 7.4 Nomination process

### Nomination system used

Four in five (80%) candidate survey participants reported using the online nomination system. The one in five (20%) candidate survey participants who nominated in person recalled a range of reasons for not using the online nomination process, including:

- Nearly three in ten (29%) reported it was too difficult to nominate online.
- More than one in five (21%) stated security or certainty of confirmation on nomination received.
- One in six (17%) reported it was easier to nominate in person.
- One in six (16%) reported the online nomination process was not working.
- One in eight (13%) reported preference to nominate in person as staff were available to help.
- One in ten (10%) noted that this was decided by someone else in their group or party.
- Nearly one in four (24%) reported other reasons.

Figure 82 - Ease of understanding laws for managing campaign finances



Survey – Candidate Survey

Base – Total Candidates (n=314)

C17 FROM SAMPLE LISTS Process of nomination?

Base – Registered Manually, Candidate (n=63)

C18. Records show that you nominated in person rather than use the online system. Why is that?

Table 81 - Method of nomination: by subgroup

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Online nomination	80%	83%	82%	75%	78%	83%	89%	79%	73%
In person nomination	20%	17%	18%	25%	22%	17%	11%	21%	27%
NOT nominated	0%	0%	0%	0%	0%	0%	0%	0%	0%
Base number n	314	88	108	109	192	113	98	107	109

Survey- Candidate Survey

Base – Total Candidates (n=314)

C17 FROM SAMPLE LISTS Process of nomination?

**Table 82 - Reasons online nomination system not used: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Was too difficult to nominate online	29%	33%	37%	22%	21%	47%	27%	39%	21%
Security/ Certainty/ confirmation on nomination received	21%	7%	26%	26%	17%	32%	18%	22%	21%
It was easier	17%	27%	11%	19%	19%	16%	18%	13%	21%
Online was not working	16%	20%	16%	11%	14%	16%	18%	17%	14%
Staff is available to help	13%	13%	11%	15%	7%	26%	0%	13%	17%
Was decided by someone else in my group/party	10%	0%	16%	11%	7%	16%	0%	22%	3%
Internet issues	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other (Specify)	24%	13%	26%	26%	29%	11%	27%	17%	28%
Base number n	63	15*	19*	27*	42	19*	11*	23*	29*

Survey – Candidate Survey

Base – Registered Manually, Candidate (n=63)

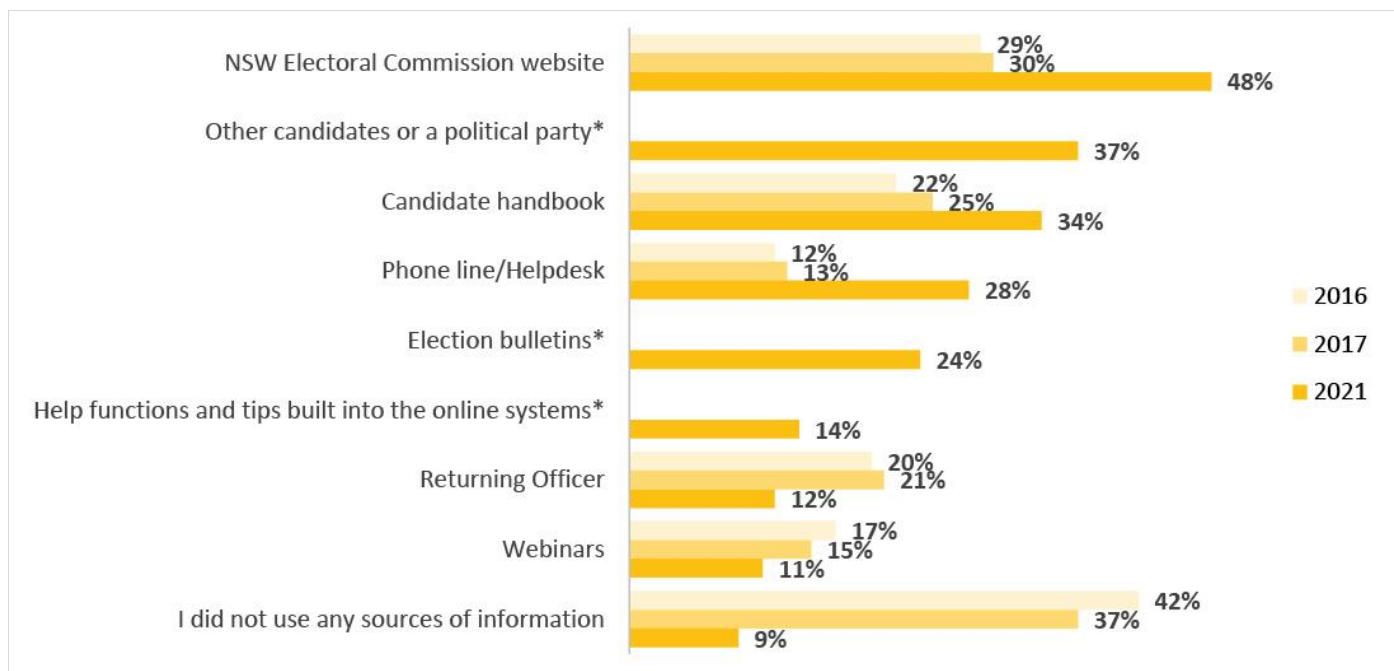
C18. Records show that you nominated in person rather than use the online system. Why is that?

### Information and support with nominations

Similar to the registration process, nearly one in two (48%) reported that they used the NSW Electoral Commission website, which was higher than 2017 (30%). Nearly two in five (37%) candidate survey participants noted that they received assistance with the registration process from other candidates or a political party. One in three (34%) reported using the candidate handbook published by the NSW Electoral Commission. Nearly three in ten (28%) participants reported using phone line/Helpdesk, which was higher than 2017 (13%). One in four (24%) participants used the Election Bulletins. More than one in ten reported using help functions and tips built into the online systems (14%) or webinars (11%). More than one in ten reported that they contacted a Returning Officer (12%).

Less than one in ten (9%) candidate survey participants reported that they did not use any sources of information, which was lower than 2017 (37%) and significantly lower than 2016 (42%).

Figure 83 - Sources of information to assist with nominating



Survey – Candidate Survey

Base – All Candidates 2016 (n=423); 2017 (n=313); 2021 (n=314)

C15. Which of the following sources of information, if any, did you use to help you with the process of nominating as a candidate or group?

Table 83 - Sources of information to assist with nominating: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
NSW Electoral Commission website	48%	56%	46%	45%	51%	44%	39%	51%	53%
Other candidates or a political party	37%	40%	37%	35%	33%	43%	53%	35%	25%
Candidate handbook	34%	43%	31%	29%	34%	34%	28%	35%	39%
Phone line/Helpdesk	28%	32%	27%	27%	27%	31%	28%	33%	24%
Election bulletins	24%	25%	16%	31%	23%	26%	24%	26%	21%
Help functions and tips built into the online systems	14%	16%	16%	11%	11%	19%	12%	13%	17%
Returning Officer	12%	15%	8%	13%	11%	12%	10%	11%	14%
Webinars	11%	18%	6%	11%	9%	15%	10%	14%	9%
Other (specify)	3%	1%	4%	3%	3%	2%	3%	1%	4%
I did not use any sources of information	9%	10%	6%	9%	8%	10%	5%	9%	11%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

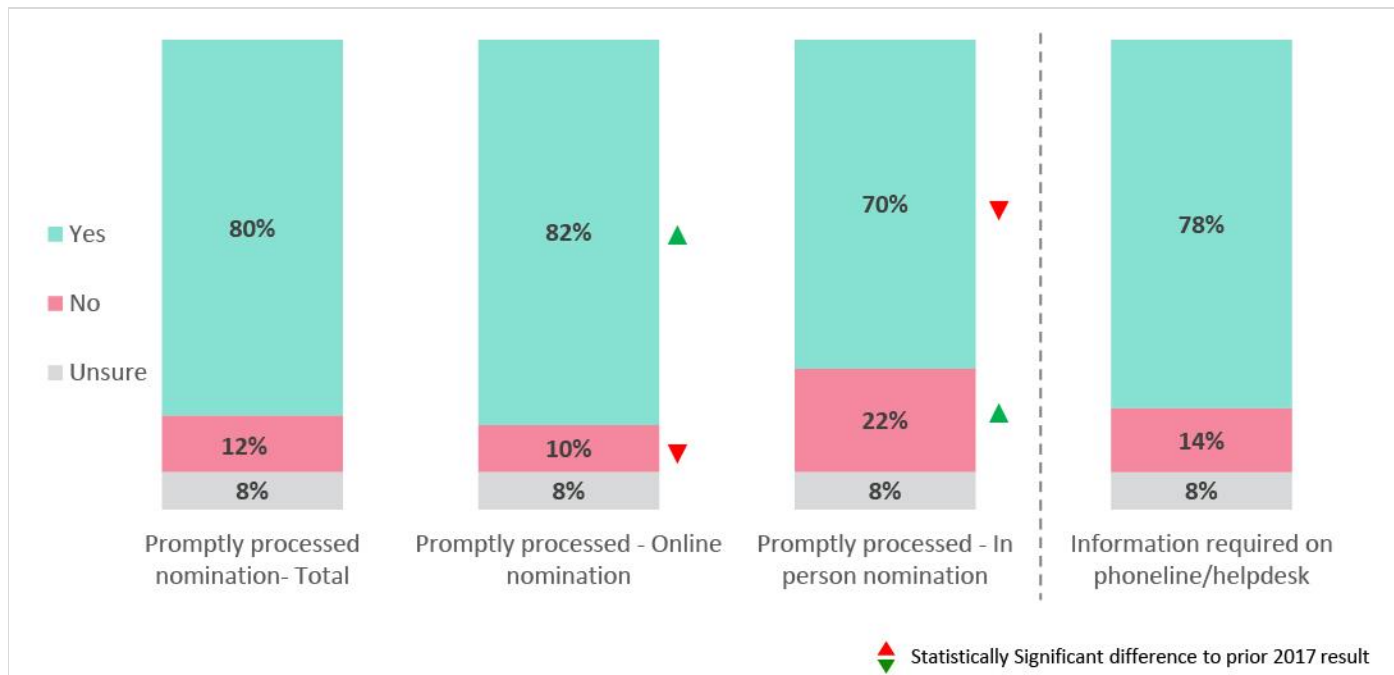
Base – All Candidates (n=314)

C15. Which of the following sources of information, if any, did you use to help you with the process of nominating as a candidate or group?

Overall, four in five (80%) candidate survey participants agreed that NSW Electoral Commission was prompt at processing their nomination. Significantly more participants agreed that the NSW Electoral Commission was prompt in processing their nomination online (82%) than an in-person nomination (70%).

Nearly four in five (78%) participants agreed that they received the information required from the phone line or helpdesk.

Figure 84 - NSW EC support with nomination



Survey – Candidate Survey

Base – Total Candidates (n=314)

C14. Do you think the NSW Electoral Commission was prompt at processing your nomination?

Base -Candidate who used the phone line enquiry to discuss nomination process (n=88)

C16. Did you get the information you required on the phone line/helpdesk?

Table 84 - NSW EC Support with nomination: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	80%	77%	85%	79%	78%	86%	76%	81%	83%
No	12%	17%	9%	12%	15%	9%	13%	12%	12%
Unsure	8%	6%	6%	9%	8%	5%	11%	7%	6%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

C14. Do you think the NSW Electoral Commission was prompt at processing your nomination?

Table 85 - NSW EC phone line/helpdesk support with nomination: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	78%	71%	83%	79%	78%	77%	78%	66%	96%
No	14%	18%	7%	17%	10%	20%	15%	20%	4%
Unsure	8%	11%	10%	3%	12%	3%	7%	14%	0%
Base number n	88	28*	29*	29*	51	35	27*	35	26*

Survey - Candidate Survey

Base -Candidate who used the phone line enquiry to discuss nomination process (n=88)

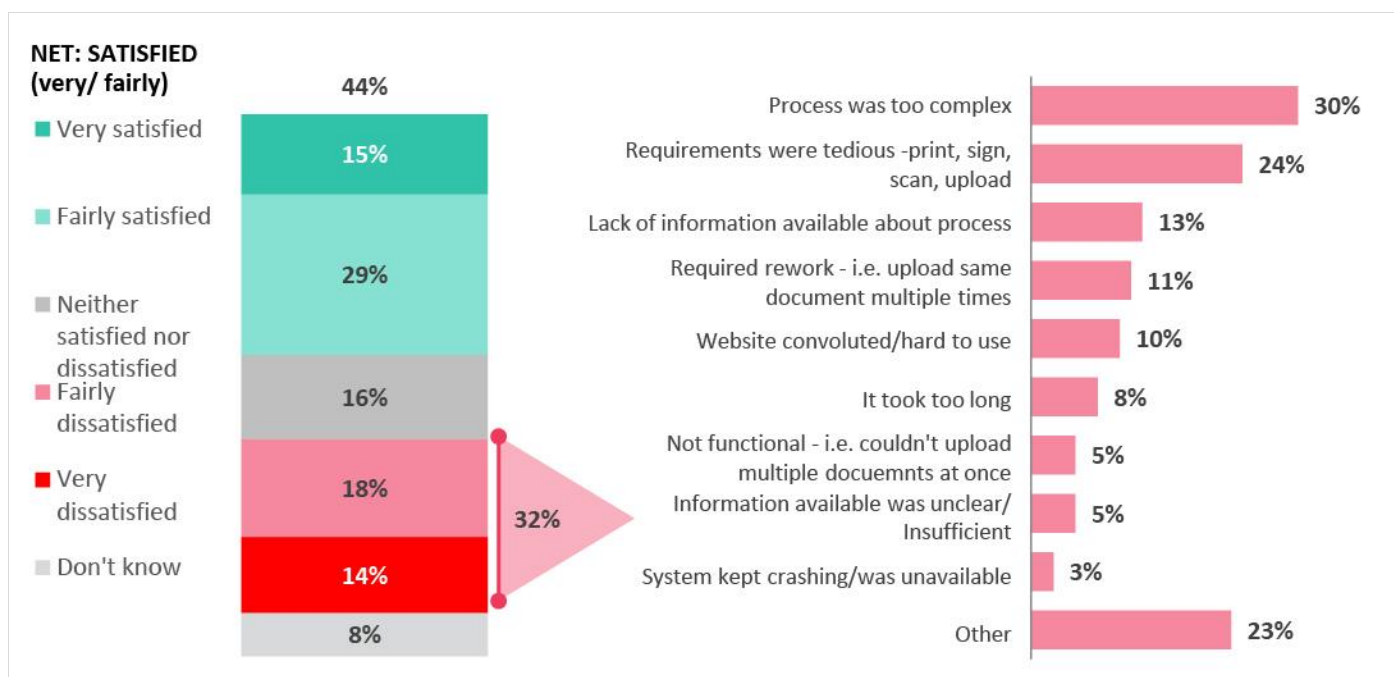
C16. Did you get the information you required on the phone line/helpdesk?

### Satisfaction with online nomination process

More than two in five (44%) candidate survey participants reported that they were satisfied with the online nomination process, however, nearly one in three (32%) were dissatisfied. Dissatisfied participants provided a range of reasons:

- Three in ten (30%) stated the process was too complex.
- One in four (24%) reported the requirements were tedious.
- One in eight (13%) reported a lack of information available about process
- More than one in ten (11%) stated that the process required rework (i.e. upload same document multiple times).
- One in nine (10%) stated the website was convoluted and hard to use.
- One in twelve (8%) reported that the process took too long.
- One in twenty (5%) reported that the online nomination process was not functional (i.e. couldn't upload multiple documents at once).
- One in twenty (5%) reported that information was unclear or insufficient.

Figure 85 - Satisfaction with online nomination process: by subgroup



Survey – Candidate Survey

Base – Candidates nominated online (n=251)

C19. How satisfied or dissatisfied were you were you with the ease of using the online nomination process?

**Table 86 - Satisfaction with online nomination process: by subgroup**

	AGE				GENDER		COUNCIL CLASSIFICATION		
	TOTAL	18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	15%	12%	12%	18%	12%	17%	6%	13%	26%
Fairly satisfied	29%	29%	33%	28%	31%	28%	34%	21%	33%
Neither satisfied nor dissatisfied	16%	15%	20%	11%	15%	17%	17%	11%	19%
Fairly dissatisfied	18%	21%	15%	18%	17%	20%	17%	24%	13%
Very dissatisfied	14%	18%	15%	11%	18%	9%	16%	17%	9%
Don't know/can't comment/not applicable	8%	5%	6%	13%	7%	10%	9%	14%	1%
Net Satisfied	44%	41%	45%	46%	43%	45%	40%	35%	59%
Net Dissatisfied	32%	38%	29%	29%	35%	29%	33%	40%	21%
Base number n	251	73	89	82	150	94	87	84	80

Survey – Candidate Survey

Base – Candidates nominated online (n=251)

C19. How satisfied or dissatisfied were you with the ease of using the online nomination process?

Base – Dissatisfied with Online Registration (n=80)

C19b. Why were you dissatisfied with the online nomination process?

**Table 87 - Reasons for dissatisfaction - online nomination: by subgroup**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Process was too complex	30%	36%	23%	29%	37%	19%	21%	29%	47%
Requirements were tedious - had to print documents to sign then scan them back online	24%	29%	27%	13%	25%	19%	34%	18%	18%
Lack of information available about process	13%	14%	15%	8%	10%	19%	10%	12%	18%
Required rework - i.e. had to upload the same document multiple times	11%	11%	12%	13%	13%	7%	10%	18%	0%
Website convoluted/hard to use	10%	11%	12%	8%	8%	15%	10%	12%	6%
It took too long	8%	4%	8%	13%	2%	19%	3%	6%	18%
The website was not functional - i.e. had to upload one document at a time, couldn't upload multiple at once	5%	4%	4%	8%	4%	7%	3%	3%	12%
Information available was unclear/ Insufficient	5%	0%	8%	8%	6%	4%	3%	9%	0%
Website kept crashing/was unavailable	3%	4%	0%	4%	2%	4%	0%	6%	0%
Other	23%	18%	23%	29%	17%	33%	21%	24%	24%
Base number n	80	28*	26*	24*	52	27*	29*	34	17*

Survey – Candidate Survey

Base – Dissatisfied with Online Registration (n=80)

C19b. Why were you dissatisfied with the online nomination process?

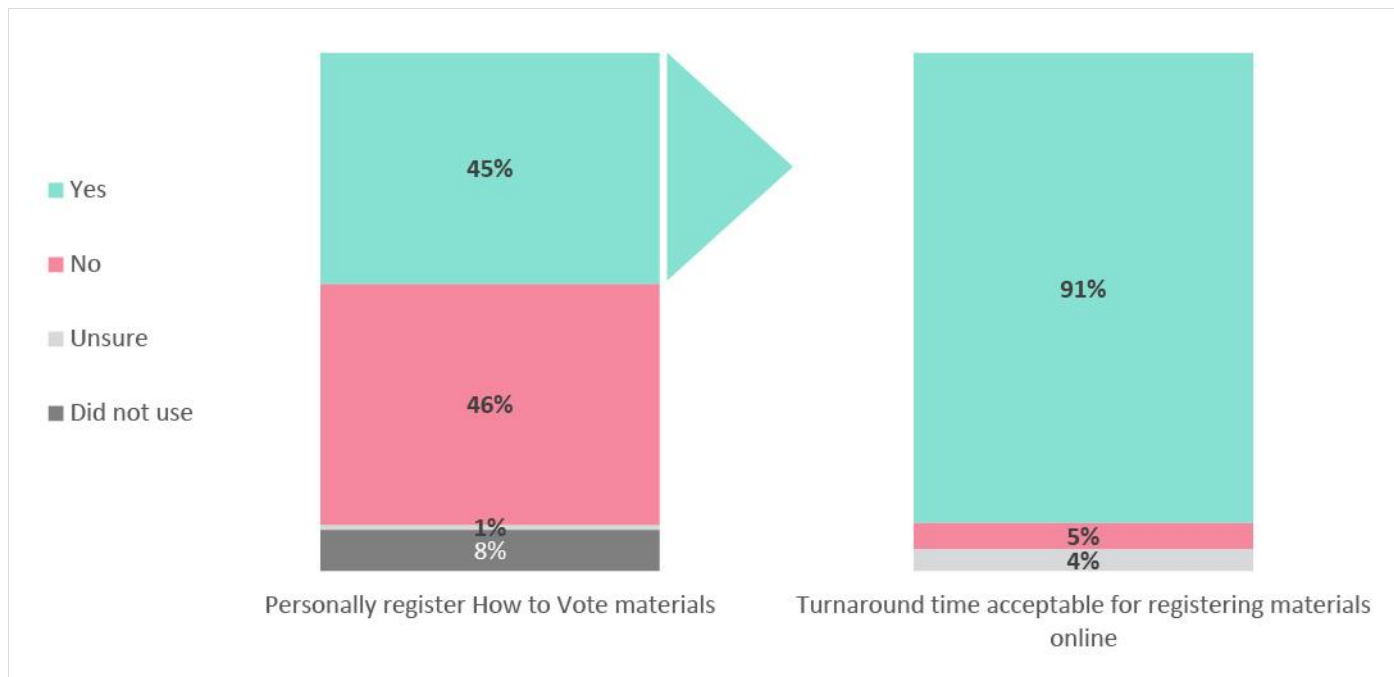


## 7.5 Election period processes

### 'How to Vote' materials

Less than one in two (45%) candidate survey participants reported registering 'How to Vote' materials for themselves or their party. Of those participants who reported registering 'How to Vote' materials, more than nine in ten (91%) reported that the turnaround time was acceptable for registering materials online.

Figure 86 - Reasons dissatisfied with registration of 'How to Vote' materials



Survey – Candidate Survey

Base – Total Candidates (n=314)

D5. Now thinking about electoral material or "How to Vote" materials. Did you personally register How to Vote materials for yourself or your party?

Base – Candidates that registered materials online (n=140)

D9 - Was the turnaround time acceptable for registering materials online?

Table 88 - Personally register 'How to Vote' materials

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	45%	52%	49%	34%	44%	45%	49%	52%	33%
No	46%	43%	37%	59%	48%	45%	50%	42%	48%
Unsure	1%	0%	3%	0%	1%	1%	1%	0%	2%
Did not use how to vote materials	8%	5%	11%	7%	7%	9%	0%	6%	17%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

D5. Now thinking about electoral material or "How to Vote" materials. Did you personally register How to Vote materials for yourself or your party?

**Table 89 - Acceptability of turnaround time for online registration: by subgroup**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	91%	98%	91%	84%	90%	92%	90%	93%	89%
No	5%	0%	6%	11%	5%	6%	4%	4%	8%
Unsure	4%	2%	4%	5%	5%	2%	6%	4%	3%
Base number n	140	46	53	37	84	51	48	56	36

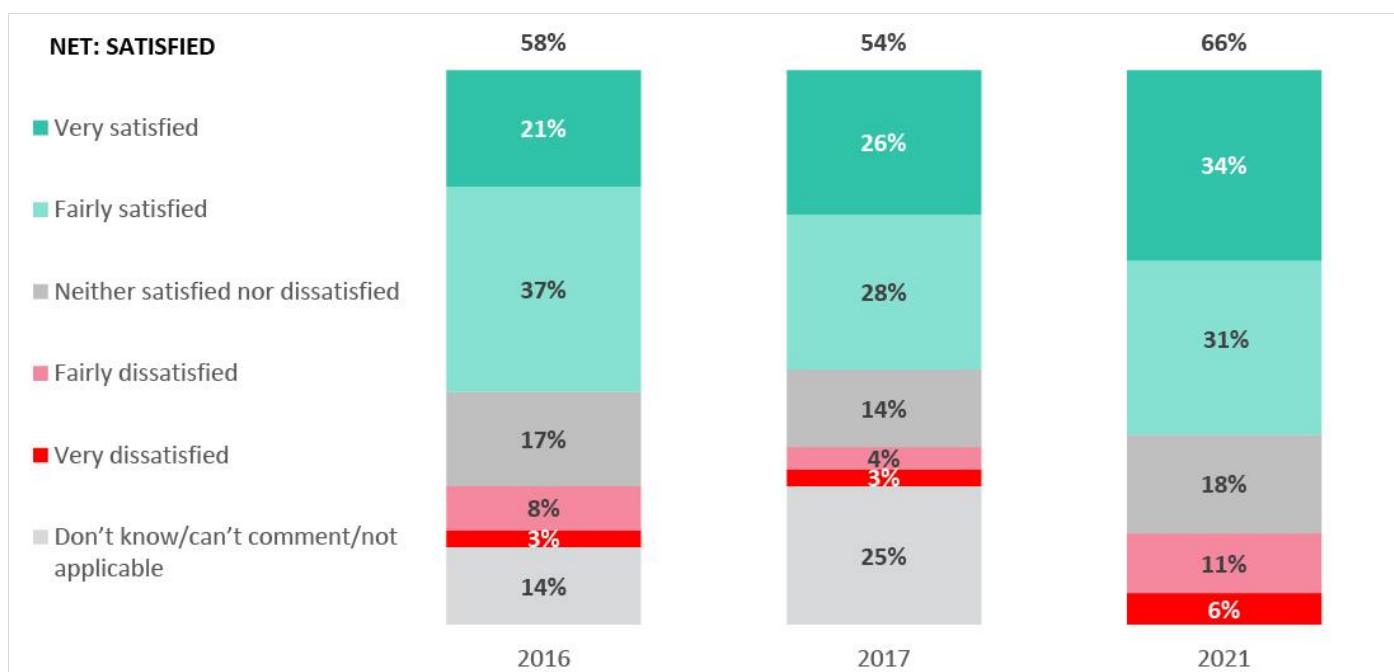
Survey – Candidate Survey

Base – Candidates that registered materials online (n=140)

D9 - Was the turnaround time acceptable for registering materials online?

Two in three (66%) participants were satisfied with the registration of ‘How to Vote’ materials, with more than one in three (34%) who were very satisfied.

**Figure 87 - Satisfaction with the registration of “How to Vote” materials**



Survey – Candidate Survey

Base – Candidates who registered materials: 2016 (n=346); 2017 (n=282); 2021 (n=140)

D6. How satisfied or dissatisfied were you with the registration process for How to Vote materials?

**Table 90 - Satisfaction with the registration of “How to Vote” materials: by subgroup**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	34%	37%	21%	54%	38%	29%	23%	39%	42%
Fairly satisfied	31%	37%	34%	24%	29%	39%	40%	21%	36%
Neither satisfied nor dissatisfied	18%	11%	26%	8%	17%	16%	15%	23%	14%
Fairly dissatisfied	11%	13%	11%	8%	11%	12%	15%	11%	6%
Very dissatisfied	6%	2%	8%	5%	6%	4%	8%	5%	3%
Don't know/can't comment/not applicable	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Satisfied	66%	74%	55%	78%	67%	69%	63%	61%	78%
Net Dissatisfied	16%	15%	19%	14%	17%	16%	23%	16%	8%
Base number n	140	46	53	37	84	51	48	56	36

Survey – Candidate Survey

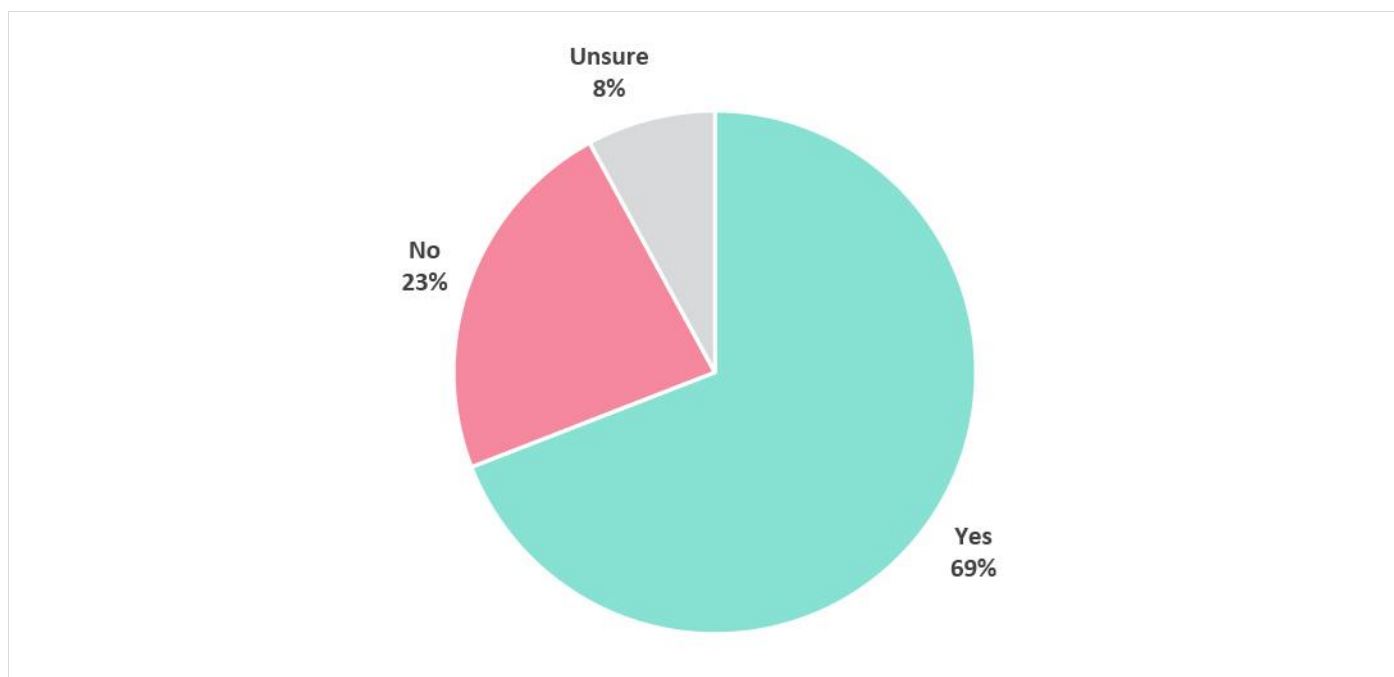
Base – Candidates who registered materials (n=140)

D6. How satisfied or dissatisfied were you with the registration process for How to Vote materials?

**COVID-19 safety measures**

Nearly seven in ten (69%) participants reported that NSW Electoral Commission provided sufficient information about the COVID-safe procedures, yet nearly one in four (23%) did not agree they got sufficient information.

**Figure 88 - NSW EC Provided Sufficient Information on COVID-Safe Procedures**



Survey – Candidate Survey

Base – Total Candidates (n=314)

G4. Did NSW Electoral Commission give you sufficient information about the COVID-safe procedures to be implemented for the elections?

**Table 91 – NSW Electoral Commission Provided Sufficient Information on COVID-Safe Procedures-By Sub-Group**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	69%	67%	75%	67%	67%	75%	68%	63%	76%
No	23%	26%	19%	22%	25%	18%	27%	30%	13%
Don't know/can't comment/not applicable	8%	7%	6%	11%	8%	7%	5%	7%	11%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

G4. Did NSW Electoral Commission give you sufficient information about the COVID-safe procedures to be implemented for the elections?

Satisfaction with the COVID-19 Safety measures was low, with less than one in three (32%) candidate survey participants who reported they were satisfied. Nearly one in two (46%) reported they were dissatisfied, with three in ten (30%) reporting they were very dissatisfied. Key reason for dissatisfaction among participants were:

- More than one in two (52%) stated the rules were impractical.
- One in five (22%) reported that the rules did not make sense.
- One in six (15%) reported adherence to guidelines differed.
- One in eight (14%) reported dissatisfaction related to no 'How to Vote' cards provided.
- One in eight (13%) reported that safety measures were poorly communicated.
- One in fourteen (6%) reported that there was conflicting information on safety measures.
- One in twenty (5%) reported that there was a lack of social distancing.
- A small proportion (3%) reported that the rules favoured larger political parties.
- Nearly one in ten (9%) stated other reasons.

**Figure 89 - Satisfaction with COVID Safety Measures put in Place**



Survey – Candidate Survey

Base – Total Candidates (n=314)

G5. Overall, were you satisfied or dissatisfied with the COVID safety measures in place during this election?

Base – Candidates dissatisfied with COVID safe measures put in place (n=149)

G5b. You said you were dissatisfied with the COVID safety measures in place during this election. Why is that?

**Table 92 - Satisfaction with COVID Safety Measures put in Place-By Sub-Group**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	14%	10%	16%	17%	12%	18%	5%	5%	31%
Fairly satisfied	18%	20%	19%	18%	20%	17%	13%	24%	17%
Neither satisfied nor dissatisfied	18%	14%	20%	18%	18%	19%	12%	18%	22%
Fairly dissatisfied	17%	14%	19%	18%	15%	22%	20%	19%	12%
Very dissatisfied	30%	40%	25%	23%	32%	23%	47%	34%	10%
Don't know/can't comment/not applicable	4%	2%	1%	6%	4%	2%	2%	1%	7%
Net Satisfied	32%	31%	34%	35%	32%	35%	18%	29%	49%
Net Dissatisfied	46%	53%	44%	41%	46%	45%	67%	52%	22%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

G5. Overall, were you satisfied or dissatisfied with the COVID safety measures in place during this election?

**Table 93 - Key Reasons for dissatisfaction - COVID safety measures: by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
The rules did not make sense	22%	30%	19%	18%	24%	20%	27%	23%	4%
Prohibiting How To Vote Cards results in people informally voting/voting incorrectly	14%	17%	10%	16%	10%	22%	9%	23%	4%
Adherence to guidelines differed between electorates	15%	19%	13%	16%	18%	12%	15%	14%	17%
Lack of social distancing	5%	9%	4%	4%	6%	6%	6%	5%	4%
The rules favoured larger political parties	3%	0%	2%	7%	2%	4%	5%	2%	0%
Rules were impractical	52%	45%	52%	56%	48%	55%	58%	50%	42%
COVID safety measures were poorly communicated	13%	13%	19%	9%	13%	14%	11%	13%	21%
Received conflicting information on the COVID safety measures	6%	6%	0%	13%	7%	6%	8%	5%	4%
Other Specify	9%	9%	13%	4%	11%	4%	5%	9%	21%
Don't Know	1%	2%	0%	0%	0%	2%	0%	0%	4%
Base number n	146	47	48	45	89	51	66	56	24*

Survey – Candidate Survey

Base – Candidates dissatisfied with COVID safe measures put in place (n=146)

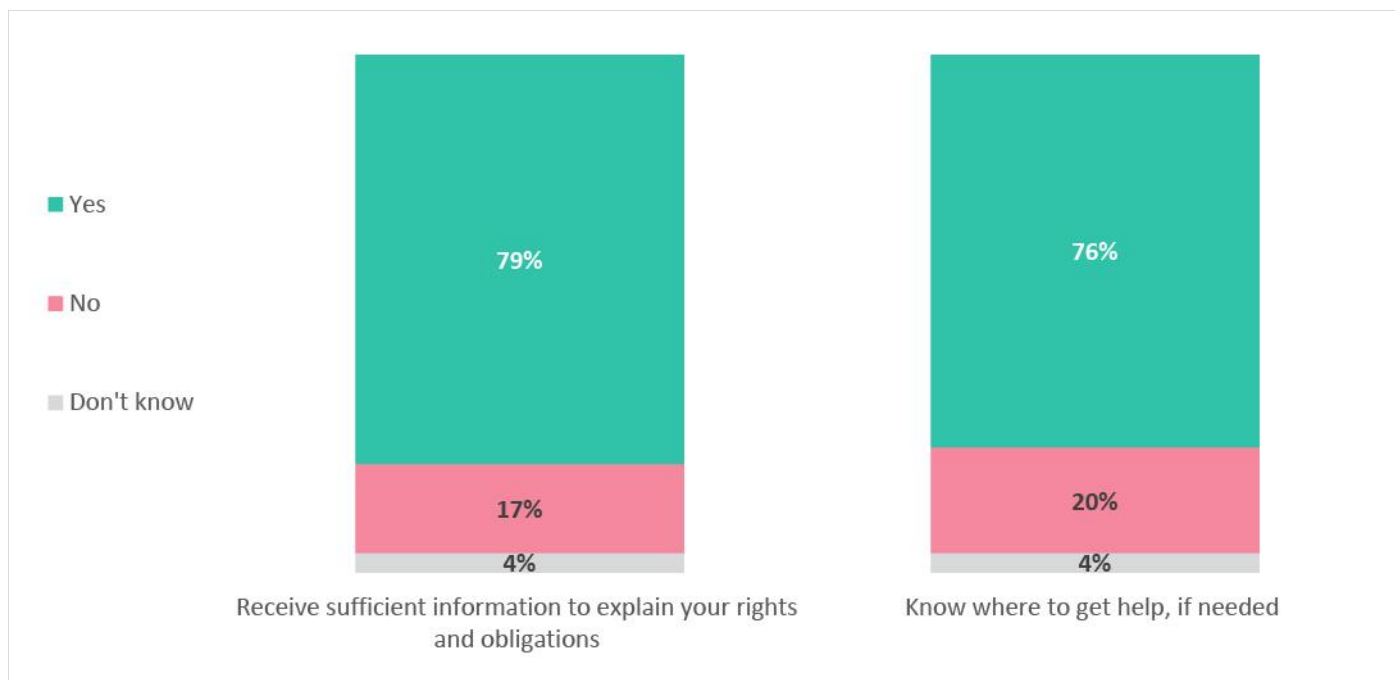
G5b. You said you were dissatisfied with the COVID safety measures in place during this election. Why is that?

## 7.6 Communication

### Information from the NSW Electoral Commission

Nearly four in five (79%) candidate survey participants reported that they received sufficient information from NSW Electoral Commission to explain their rights and obligations, however, nearly one in five (17%) did not agree with this. Three in four (76%) participants reported that they knew where to get help if they needed it, yet one in five (20%) reported that they did not know where to get help.

Figure 90 - Level of information provided by NSW EC - Rights & Obligations



Survey – Candidate Survey

Base – Total Candidates (n=314)

B1. Did you receive sufficient information to explain your rights and obligations as a Candidate?

B2. Did you know where to get help if you needed it?

Table 94 - Level of Information Provided by NSW EC - Rights & Obligations: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	79%	70%	82%	84%	79%	80%	79%	72%	86%
No	17%	23%	15%	13%	18%	15%	18%	21%	12%
Don't know	4%	7%	3%	3%	3%	5%	3%	7%	2%
Base number n	314	88	108	109	192	113	98	107	109
Yes	76%	68%	78%	81%	74%	79%	76%	76%	76%
No	20%	31%	17%	16%	22%	18%	17%	21%	22%
Don't know	4%	1%	6%	4%	4%	4%	7%	3%	2%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

B1. Did you receive sufficient information to explain your rights and obligations as a Candidate?

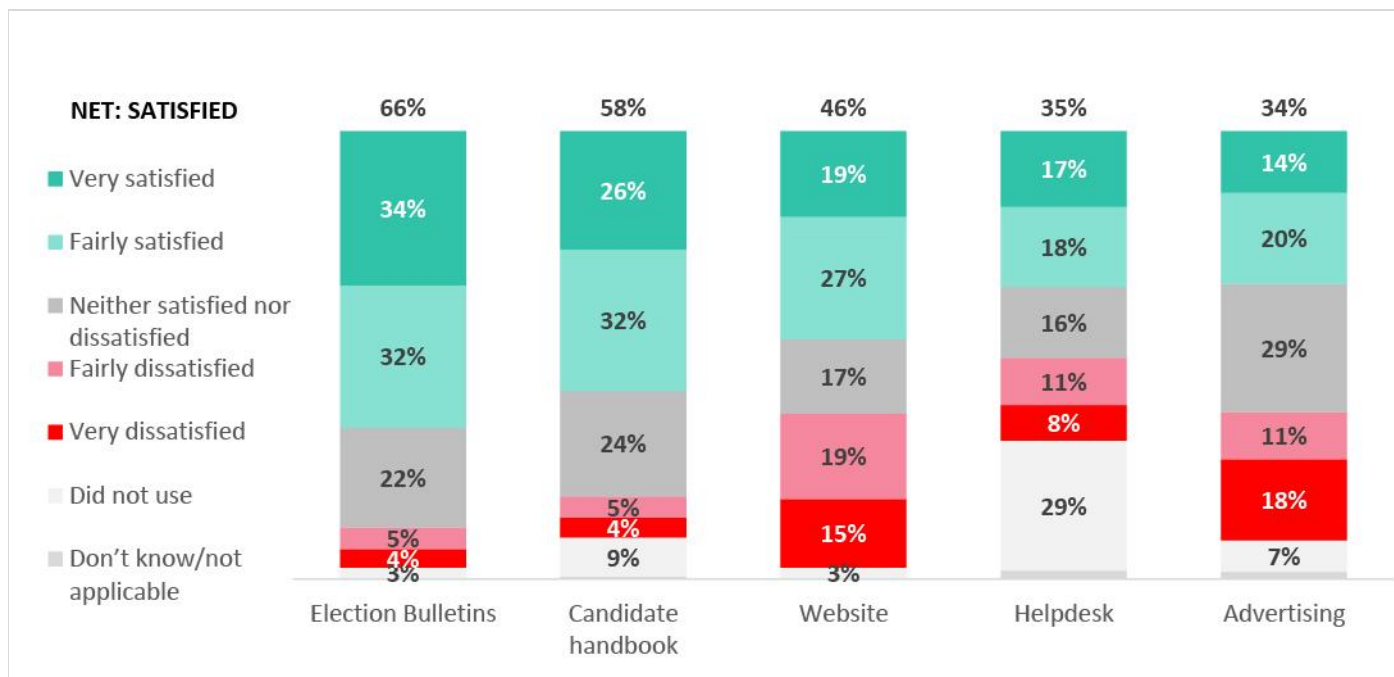
B2. Did you know where to get help if you needed it?

**Satisfaction with information and support**

Participants reported satisfaction with the various information, resources and services provided by NSW Electoral Commission varied. Election Bulletins had the highest rates of satisfaction, with two in three (66%) participants who

reported they were satisfied. This was followed by the Candidate handbook (58%) and the website (46%). Around one in three participants reported that they were satisfied with the helpdesk (35%) and advertising (34%).

Figure 91 - Satisfaction with NSW Electoral Commission information resources and services



Survey – Candidate Survey

Base – Total Candidates (n=314)

B4. Please rate your satisfaction or dissatisfaction with each of the following NSW Electoral Commission's information resources and services

Table 95 - Satisfaction with NSW Electoral Commission Information Resources and Services-By Sub-Group

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
<b>ELECTION BULLETINS</b>									
Very satisfied	34%	30%	31%	45%	29%	46%	26%	36%	40%
Fairly satisfied	32%	35%	37%	24%	34%	27%	41%	29%	27%
Neither satisfied nor dissatisfied	22%	22%	21%	24%	24%	19%	21%	24%	21%
Fairly dissatisfied	5%	7%	5%	3%	6%	3%	6%	2%	6%
Very dissatisfied	4%	3%	4%	4%	4%	4%	3%	7%	3%
Not applicable	0%	0%	0%	0%	0%	0%	0%	0%	0%
Did not use	3%	3%	3%	1%	3%	1%	3%	2%	3%
Net Satisfied	66%	65%	68%	69%	63%	73%	66%	65%	67%
Net Dissatisfied	9%	10%	8%	6%	9%	6%	9%	8%	9%
Base number n	314	88	108	109	192	113	98	107	109
<b>CANDIDATE HANDBOOK</b>									
Very satisfied	26%	28%	24%	28%	22%	34%	22%	29%	28%
Fairly satisfied	32%	35%	32%	26%	31%	30%	32%	32%	31%
Neither satisfied nor dissatisfied	24%	23%	23%	26%	26%	21%	23%	22%	25%
Fairly dissatisfied	5%	3%	6%	5%	5%	4%	7%	4%	4%
Very dissatisfied	4%	5%	6%	3%	5%	4%	6%	5%	3%
Not applicable	1%	0%	0%	2%	0%	2%	1%	1%	0%
Did not use	9%	6%	8%	11%	10%	5%	8%	7%	10%

Net Satisfied	58%	64%	56%	54%	54%	64%	54%	61%	59%
Net Dissatisfied	9%	8%	12%	7%	10%	8%	13%	8%	6%
Base number n	314	88	108	109	192	113	98	107	109
<b>NSW ELECTORAL COMMISSION WEBSITE</b>									
Very satisfied	19%	11%	18%	28%	14%	28%	15%	19%	23%
Fairly satisfied	27%	26%	32%	26%	30%	25%	18%	32%	31%
Neither satisfied nor dissatisfied	17%	15%	20%	15%	19%	13%	23%	13%	14%
Fairly dissatisfied	19%	27%	13%	17%	20%	17%	21%	18%	18%
Very dissatisfied	15%	19%	14%	12%	15%	14%	17%	17%	12%
Not applicable	0%	0%	0%	0%	0%	0%	0%	0%	0%
Did not use	3%	1%	3%	3%	2%	3%	4%	2%	2%
Net Satisfied	46%	38%	50%	54%	44%	53%	34%	50%	54%
Net Dissatisfied	34%	47%	27%	28%	35%	31%	39%	35%	30%
Base number n	314	88	108	109	192	113	98	107	109
<b>FREECALL PHONE HELPDESK</b>									
Very satisfied	17%	17%	15%	18%	10%	27%	13%	13%	24%
Fairly satisfied	18%	26%	19%	10%	19%	18%	16%	17%	20%
Neither satisfied nor dissatisfied	16%	13%	16%	19%	18%	13%	15%	16%	17%
Fairly dissatisfied	11%	11%	10%	10%	12%	8%	12%	11%	8%
Very dissatisfied	8%	7%	7%	7%	8%	6%	10%	7%	6%
Not applicable	2%	1%	3%	2%	2%	2%	2%	3%	1%
Did not use	29%	25%	30%	33%	32%	26%	31%	33%	24%
Net Satisfied	35%	43%	34%	28%	29%	45%	30%	30%	44%
Net Dissatisfied	18%	18%	18%	17%	20%	14%	22%	19%	15%
Base number n	314	88	108	109	192	113	98	107	109
<b>NSW ELECTORAL COMMISSION ADVERTISING</b>									
Very satisfied	14%	10%	13%	18%	13%	17%	8%	15%	17%
Fairly satisfied	20%	17%	24%	21%	20%	22%	12%	13%	35%
Neither satisfied nor dissatisfied	29%	28%	29%	28%	29%	28%	28%	33%	26%
Fairly dissatisfied	11%	11%	10%	10%	11%	9%	14%	10%	7%
Very dissatisfied	18%	24%	18%	13%	18%	17%	32%	17%	7%
Not applicable	2%	3%	1%	1%	2%	1%	1%	2%	2%
Did not use	7%	6%	6%	8%	7%	6%	5%	10%	6%
Net Satisfied	34%	27%	37%	39%	33%	39%	20%	28%	52%
Net Dissatisfied	29%	35%	28%	23%	30%	26%	46%	27%	15%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

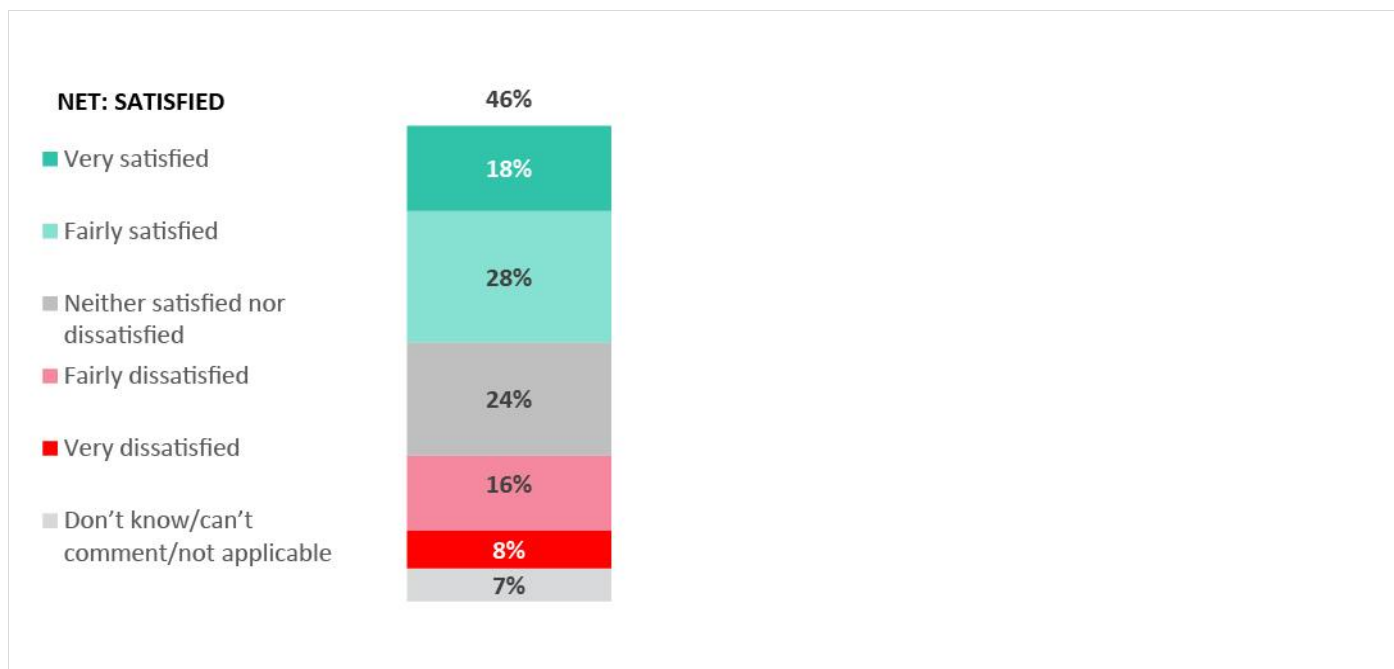
Base – Total Candidates (n=314)

B4. Please rate your satisfaction or dissatisfaction with each of the following NSW Electoral Commission's information resources and services ...

Fewer than one in two (46%) participants reported that they were satisfied with the information about how votes were counted that was provided by the NSW Electoral Commission.



Figure 92 - Satisfaction with information on votes counted



Survey – Candidates Survey

Base – Total Candidates (n=314)

F1. Overall, how satisfied or dissatisfied are you with the NSW Electoral Commission's provision of information about how votes are counted?

Table 96 - Satisfaction with Information on Votes Counted-By Sub-Group

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	18%	14%	19%	22%	14%	27%	15%	15%	25%
Fairly satisfied	28%	27%	30%	28%	27%	30%	31%	30%	23%
Neither satisfied nor dissatisfied	24%	23%	22%	24%	24%	21%	29%	23%	19%
Fairly dissatisfied	16%	18%	21%	9%	19%	12%	13%	16%	18%
Very dissatisfied	8%	13%	6%	6%	9%	5%	4%	11%	7%
Don't know/can't comment/not applicable	7%	6%	2%	11%	7%	5%	8%	5%	7%
Net Satisfied	46%	41%	49%	50%	41%	57%	46%	45%	48%
Net Dissatisfied	24%	31%	27%	15%	28%	17%	17%	27%	26%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidates Survey

Base – Total Candidates (n=314)

F1. Overall, how satisfied or dissatisfied are you with the NSW Electoral Commission's provision of information about how votes are counted?

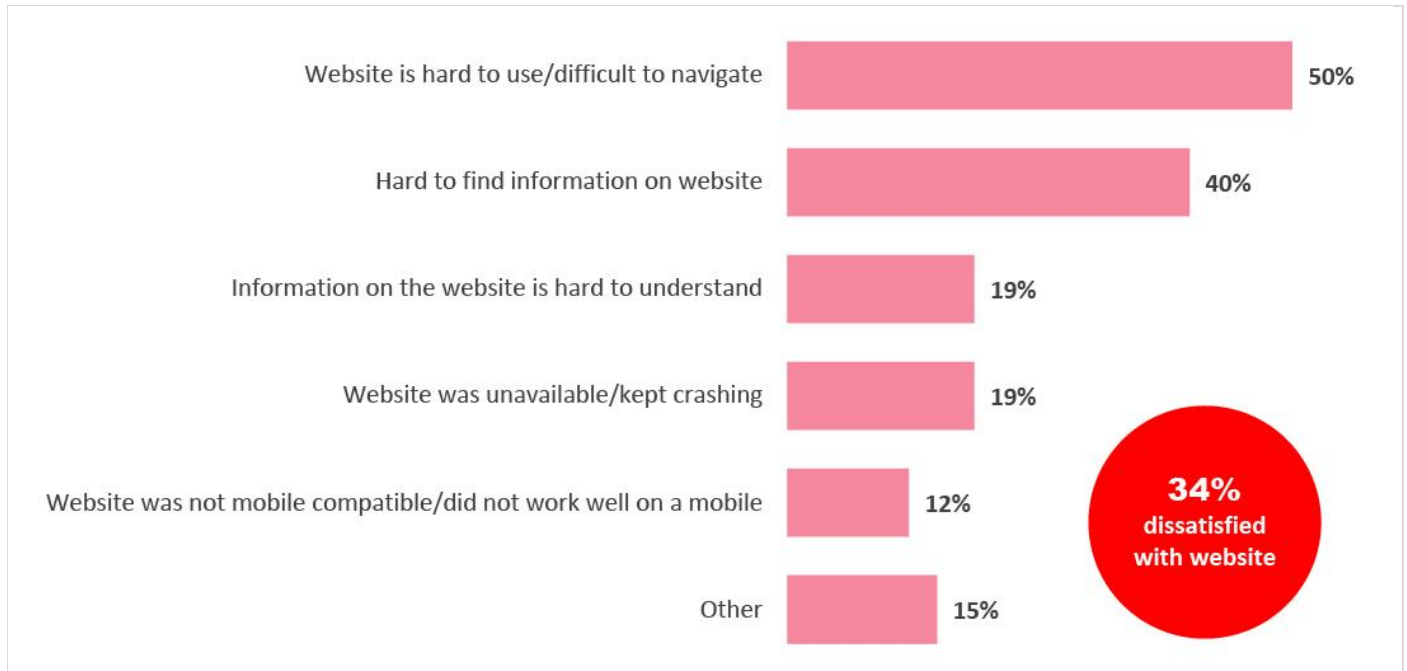
### NSW Electoral Commission website

As mentioned, fewer than one in two (46%) participants were satisfied with the NSW Electoral Commission website. Participants that were dissatisfied with the website provided a range of reasons for this:

- One in two (50%) noted that the website was hard to use or difficult to navigate.
- Two in five (40%) stated that it was hard to find information on the website.
- Around one in five (19%) reported that the information on the website was hard to understand.
- Around one in five (19%) stated the website was unavailable or kept crashing.

- One in eight (12%) reported the website was not mobile compatible or did not work well on a mobile.
- One in seven (15%) reported other reasons.

Figure 93 - Reasons for dissatisfaction with website



Survey – Candidate Survey

Base – Candidates Dissatisfied with NSW Electoral Commission Website (n=108)

B6 - You said you were dissatisfied with the NSW Electoral Commission's website. Why is that?

Table 97 - Reasons for dissatisfaction with website: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Website is hard to use/difficult to navigate	50%	41%	69%	48%	48%	57%	50%	57%	42%
Hard to find information on website	40%	49%	48%	26%	37%	49%	50%	43%	24%
Information on the website is hard to understand	19%	15%	10%	29%	19%	17%	16%	22%	18%
Website was unavailable/kept crashing	19%	24%	28%	6%	19%	20%	26%	14%	15%
Website was not mobile compatible/did not work well on a mobile	12%	22%	3%	6%	9%	17%	13%	8%	15%
Other (specify)	15%	10%	7%	26%	12%	17%	11%	14%	21%
Base number n	108	41	29*	31	67	35	38	37	33

Survey – Candidate Survey

Base – Candidates Dissatisfied with NSW Electoral Commission website (n=108)

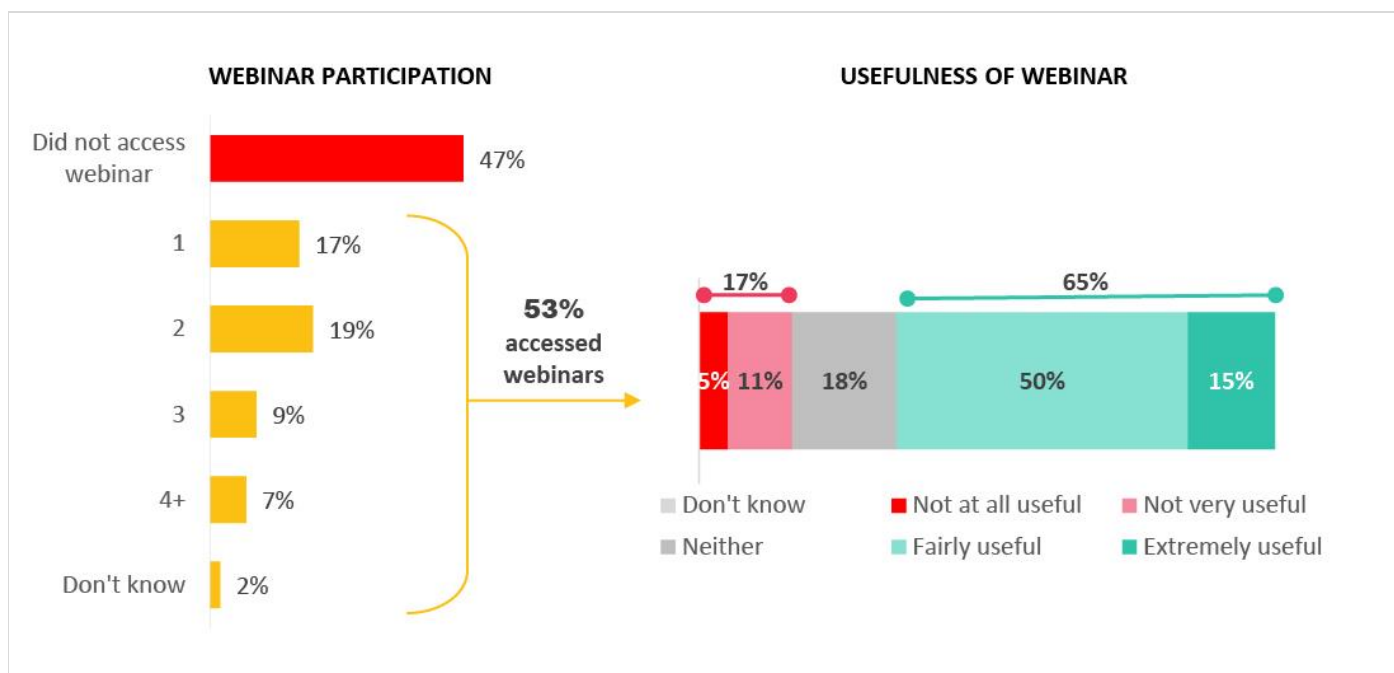
B6 - You said you were dissatisfied with the NSW Electoral Commission's website. Why is that?

### NSW Electoral Commission webinar

More than one in two (53%) participants accessed a webinar run by NSW Electoral Commission. As shown in Figure 94, around one in five reported accessing one (17%) or two (19%) webinars. Around one in ten (9%) reported accessing three. Fewer reported accessing more than four (7%).

Of the participants who accessed a webinar, nearly two in three (65%) reported this was useful. Nearly one in five (18%) reported they were neutral, and a similar proportion (17%) reported it was not useful.

Figure 94 - Webinar participation and usefulness of webinar



Survey – Candidate Survey

Base – Total Participants (n=314)

B10b. How many webinars did you join?

Base – Accessed Webinars (n=166)

B10. How useful or not useful did you find the webinars provided by the NSW Electoral Commission?

Table 98 - Webinar participation: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Did not access webinar	47%	48%	53%	44%	50%	44%	43%	42%	56%
One	17%	22%	15%	14%	17%	15%	21%	16%	13%
Two	19%	20%	13%	24%	19%	19%	20%	22%	15%
Three	9%	2%	11%	10%	7%	10%	10%	7%	8%
Four or more	7%	6%	6%	7%	4%	11%	5%	10%	5%
Don't know	2%	2%	2%	1%	2%	2%	0%	2%	4%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Participants (n=314)

B10b. How many webinars did you join?

Table 99 - Usefulness of webinar

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Extremely useful	15%	15%	12%	18%	4%	32%	14%	13%	19%
Fairly useful	50%	54%	47%	51%	54%	44%	54%	50%	46%

Neither useful nor not useful	18%	17%	25%	13%	23%	11%	18%	19%	17%
Not very useful	11%	9%	10%	13%	11%	10%	9%	11%	15%
Not at all useful	5%	4%	6%	5%	7%	3%	5%	6%	4%
Don't know/can't comment/not applicable	0%	0%	0%	0%	0%	0%	0%	0%	0%
Net Useful	65%	70%	59%	69%	58%	76%	68%	63%	65%
Net Not Useful	17%	13%	16%	18%	19%	13%	14%	18%	19%
Base number n	166	46	51	61	96	63	56	62	48

Survey- Candidate Survey

Base – Accessed Webinars (n=166)

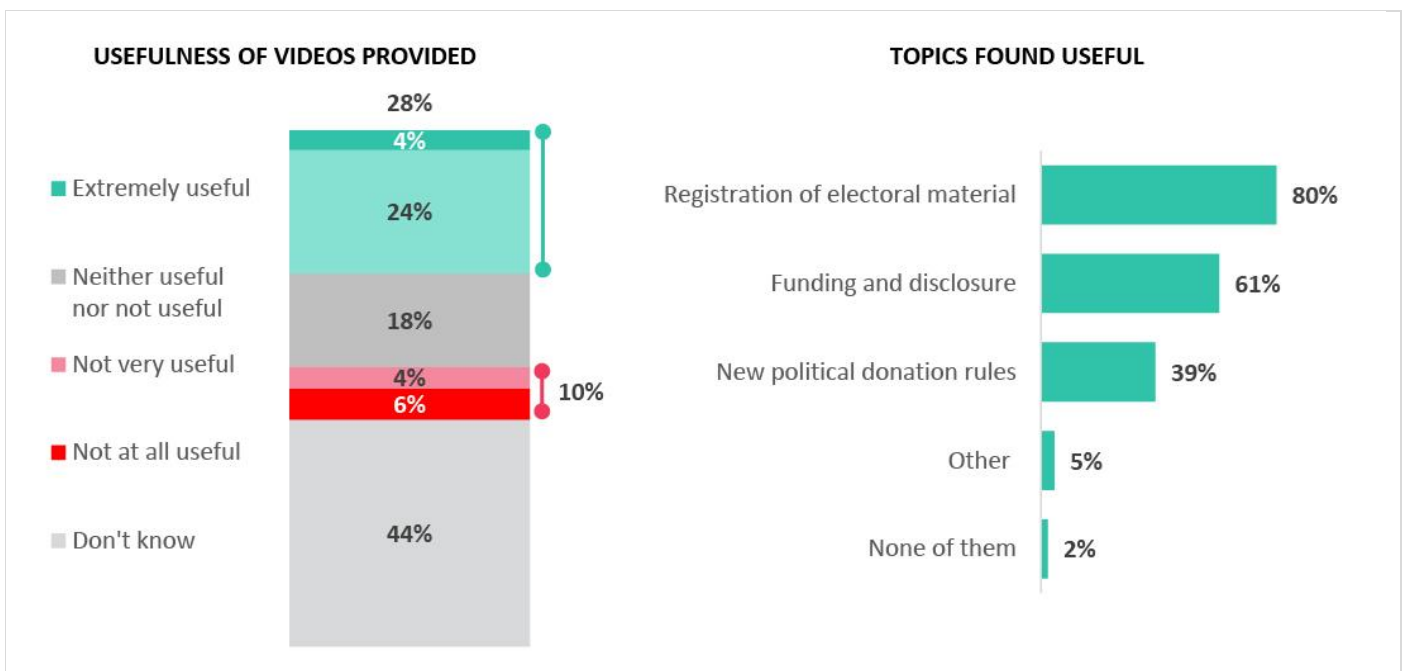
B10. How useful or not useful did you find the webinars provided by the NSW Electoral Commission?

**NSW Electoral Commission videos**

Fewer than three in ten (28%) participants reported that videos provided by NSW Electoral Commission were useful. One in ten (10%) stated that the videos were not useful. A high proportion (44%) reported that they were uncertain.

For those that found the videos useful, the main topics that were useful were the registration of electoral material (80%) and funding and disclosure (61%).

Figure 95 - Usefulness of videos provided and topics found



Survey – Candidate Survey

Base – Candidates who provided a usefulness rating/accessed videos (n=176)

B11. How useful or not useful did you find the videos developed by the NSW Electoral Commission?

Base – Candidates who found video useful (n=87)

B12. Which topics did you find useful?

Table 100 - Usefulness of videos provided

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Extremely useful	4%	5%	4%	3%	2%	6%	4%	4%	4%

Fairly useful	24%	27%	23%	21%	19%	30%	21%	25%	25%
Neither useful nor not useful	18%	10%	24%	18%	22%	12%	20%	19%	16%
Not very useful	4%	5%	1%	6%	4%	4%	3%	5%	5%
Not at all useful	6%	9%	5%	5%	8%	3%	4%	8%	6%
Don't know/can't comment/not applicable	44%	44%	44%	47%	45%	45%	47%	39%	46%
Net Useful	28%	32%	27%	24%	21%	36%	26%	29%	28%
Net Not Useful	10%	14%	6%	11%	12%	7%	7%	13%	10%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – All Candidates (n=314)

B11. How useful or not useful did you find the videos developed by the NSW Electoral Commission?

**Table 101 - Topics found useful**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Registration of electoral material	80%	86%	83%	77%	83%	80%	80%	84%	77%
Funding and disclosure	61%	61%	48%	73%	54%	68%	56%	61%	65%
New political donation rules	39%	39%	24%	58%	41%	39%	44%	39%	35%
Other (please specify)	5%	4%	10%	0%	5%	5%	12%	0%	3%
None of them	2%	0%	3%	0%	0%	2%	4%	3%	0%
Base number n	87	28*	29*	26*	41	41	25*	31	31

Survey- Candidate Survey

Base – Candidates who found video useful (n=87)

B12. Which topics did you find useful?

## 7.7 Staff interactions

### Head Office

More than two in five (43%) participants reported they were satisfied with the assistance provided by NSW Electoral Commission's head office staff in the lead up to the election, with one in five (20%) who were very satisfied.

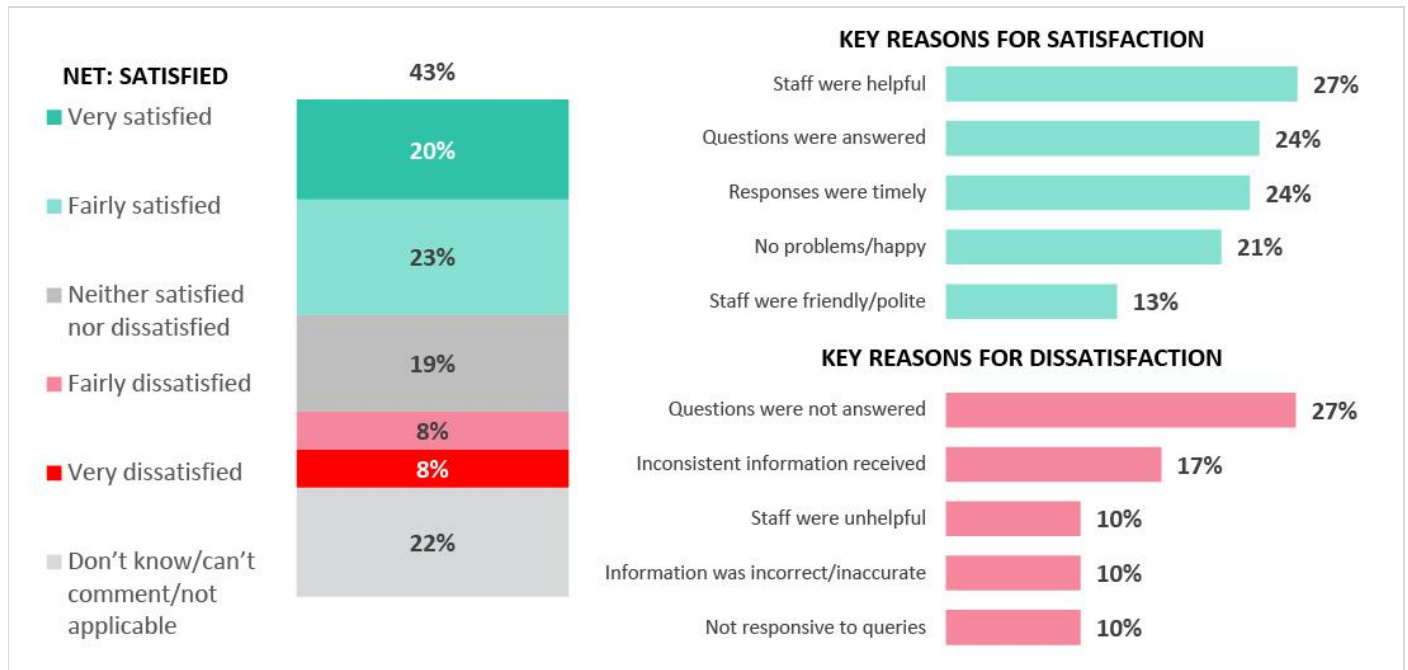
Participants provided a range of reasons for satisfaction, including:

- More than one in four (27%) reported that staff were helpful.
- Nearly one in four (24%) reported that questions were answered.
- A similar proportion (24%) reported that responses were timely.
- Around one in five (21%) reported that they had no problems.
- One in eight (13%) reported that staff were friendly or polite.

In comparison, one in six (16%) participants reported that they were dissatisfied. Participants identified a range of reasons why they were dissatisfied with head office:

- More than one in four (27%) reported that questions were not answered.
- Around one in six (16%) reported they received inconsistent information.
- One in ten (10%) stated that staff were unhelpful.
- One in ten (10%) reported that information was incorrect or inaccurate.
- One in ten (10%) stated that staff were not responsive to queries.

**Figure 96 - Satisfaction with head office staff in lead up to election and reasons for satisfaction/dissatisfaction with assistance**



Survey – Candidate Survey

Base – Total Participants (n=314)

E1. Overall how satisfied or dissatisfied were you with the assistance provided by NSW Electoral Commission's head office staff in the lead up to the election?

Base – Satisfied Candidates (n=136), Dissatisfied Candidates (n=48)

E2 - And why were you [From E1]?

**Table 102 - Satisfaction with head office staff in lead up to election: by sub-group**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	20%	19%	19%	23%	17%	27%	15%	21%	23%
Fairly satisfied	23%	23%	28%	19%	23%	24%	21%	29%	19%
Neither satisfied nor dissatisfied	19%	26%	19%	15%	20%	18%	20%	17%	21%
Fairly dissatisfied	8%	5%	8%	10%	10%	4%	12%	6%	6%
Very dissatisfied	8%	9%	6%	6%	7%	8%	9%	8%	6%
Don't know/can't comment/not applicable	22%	18%	19%	27%	22%	20%	21%	19%	26%
Net Satisfied	43%	42%	47%	42%	40%	50%	37%	50%	42%
Net Dissatisfied	15%	14%	15%	17%	18%	12%	21%	14%	11%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Participants (n=314)

E1. Overall how satisfied or dissatisfied were you with the assistance provided by NSW Electoral Commission's head office staff in the lead up to the election?

**Table 103 - Reasons for Satisfaction/Dissatisfaction with assistance: by subgroup**

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL

**SATISFIED CANDIDATES**

Questions were answered	24%	22%	18%	35%	22%	28%	22%	28%	22%
Correct information was received	5%	8%	4%	4%	7%	4%	6%	2%	9%
Staff were helpful	27%	19%	31%	30%	25%	32%	31%	26%	26%
Staff were friendly/polite	13%	11%	12%	17%	8%	19%	8%	15%	15%
Responses were timely	24%	30%	20%	24%	25%	21%	22%	20%	28%
No problems/happy	21%	30%	22%	13%	25%	16%	19%	20%	24%
Don't know	1%	0%	4%	0%	3%	0%	0%	2%	2%
Other (specify)	10%	11%	12%	4%	5%	14%	3%	9%	15%
Nothing/NA	2%	0%	4%	2%	3%	2%	3%	2%	2%
<i>Base number n</i>	136	37	51	46	76	57	36	54	46

**DISSATISFIED CANDIDATES**

Questions were not answered	27%	33%	31%	22%	24%	38%	19%	20%	50%
Information was hard to understand	4%	8%	0%	6%	0%	15%	0%	13%	0%
Information was incorrect/ inaccurate	10%	25%	6%	6%	15%	0%	14%	13%	0%
Staff were unhelpful	10%	33%	6%	0%	12%	8%	10%	20%	0%
Staff were rude/impolite	4%	0%	6%	0%	6%	0%	0%	7%	8%
Inconsistent information received	17%	17%	25%	11%	15%	23%	24%	20%	0%
Not responsive/do not respond to queries	10%	17%	13%	6%	6%	23%	10%	0%	25%
Hard to reach via phone (long wait times/put on hold)	19%	17%	31%	11%	21%	15%	14%	33%	8%
Don't know	2%	0%	0%	6%	3%	0%	0%	0%	8%
Other (specify)	31%	25%	31%	33%	24%	46%	43%	20%	25%
Nothing/NA	4%	0%	6%	6%	6%	0%	5%	7%	0%
<i>Base number n</i>	48	12*	16*	18*	34	13*	21*	15*	12*

*Survey – Candidate Survey*

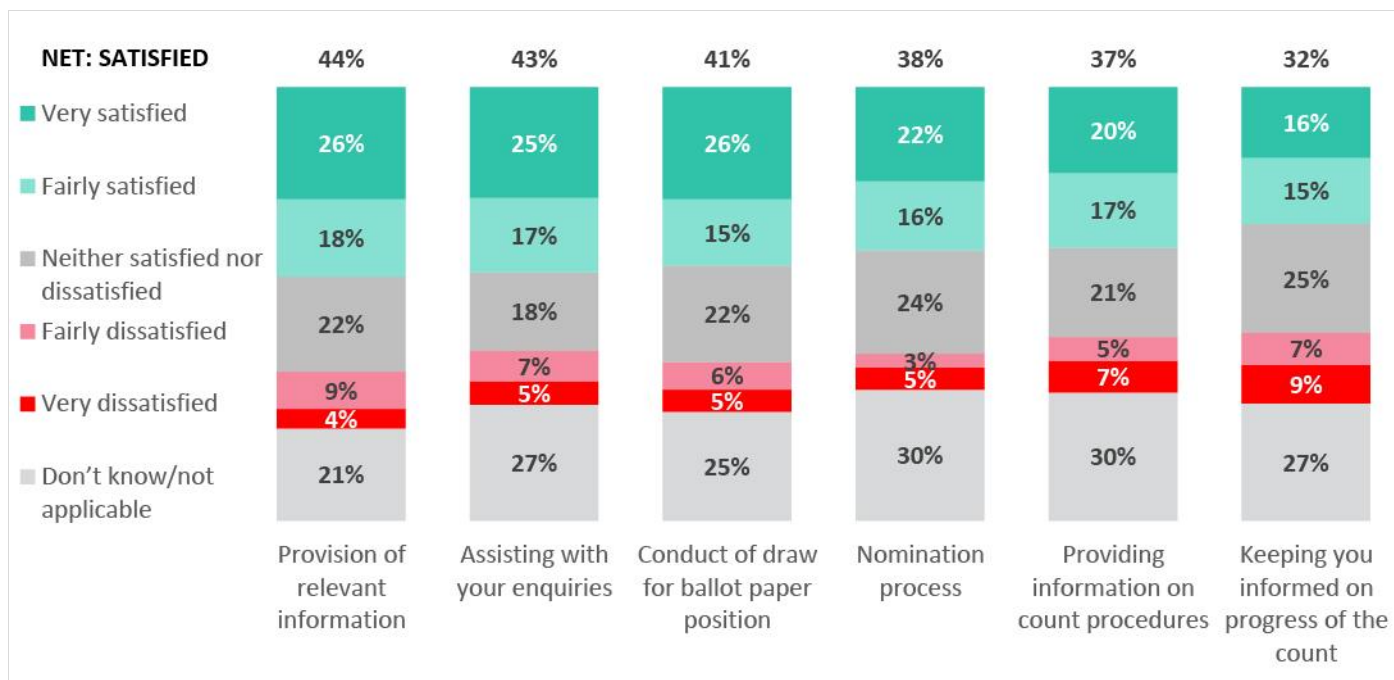
*Base – Satisfied Candidates (n=136); Dissatisfied Candidates (n=48); Neither Satisfied nor Dissatisfied Participants (n=61)*

*E2 - And why were you [From E1]?*

**Returning Officer**

Around two in five participants were satisfied with the Returning Officers' provision of relevant information (44%), assistance with enquiries (43%) and conduct of draw for ballot paper position (41%). Less than two in five (38%) participants were satisfied with the nomination process (38%). A similar proportion (37%) reported they were satisfied with provision of information on count procedures. Fewer (32%) were satisfied with how the Returning Officer kept them informed on progress of the count.

Figure 97 - Satisfaction with Returning Officer interactions



Survey – Candidate Survey

Base – Total Participants (n=314)

E5. And please rate your satisfaction or dissatisfaction with the Returning Officer in terms of each of the below

Table 104 - Satisfaction with Returning Officer interactions: Top 2 Box by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Provision of relevant information	44%	45%	45%	42%	42%	48%	48%	46%	38%
Nomination process	38%	35%	37%	41%	38%	39%	42%	33%	39%
Conduct of draw for ballot paper position	41%	38%	47%	40%	44%	39%	41%	44%	39%
Assisting with your enquiries	43%	49%	40%	42%	42%	45%	46%	48%	35%
Providing information on count procedures	37%	44%	39%	30%	34%	43%	41%	36%	35%
Keeping you informed on progress of the count	32%	39%	31%	28%	26%	42%	39%	30%	27%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Participants (n=314)

E5. And please rate your satisfaction or dissatisfaction with the Returning Officer in terms of each of the below

Nearly one in two (47%) reported that they were satisfied with the Returning Officer that they had contact with. Around one in three (32%) were very satisfied. Participants reported a range of reasons for satisfaction, in particular that the Returning Officer was:

- Helpful (36%)
- Friendly (17%)
- Knowledgeable (12%)
- Answered all questions (11%)

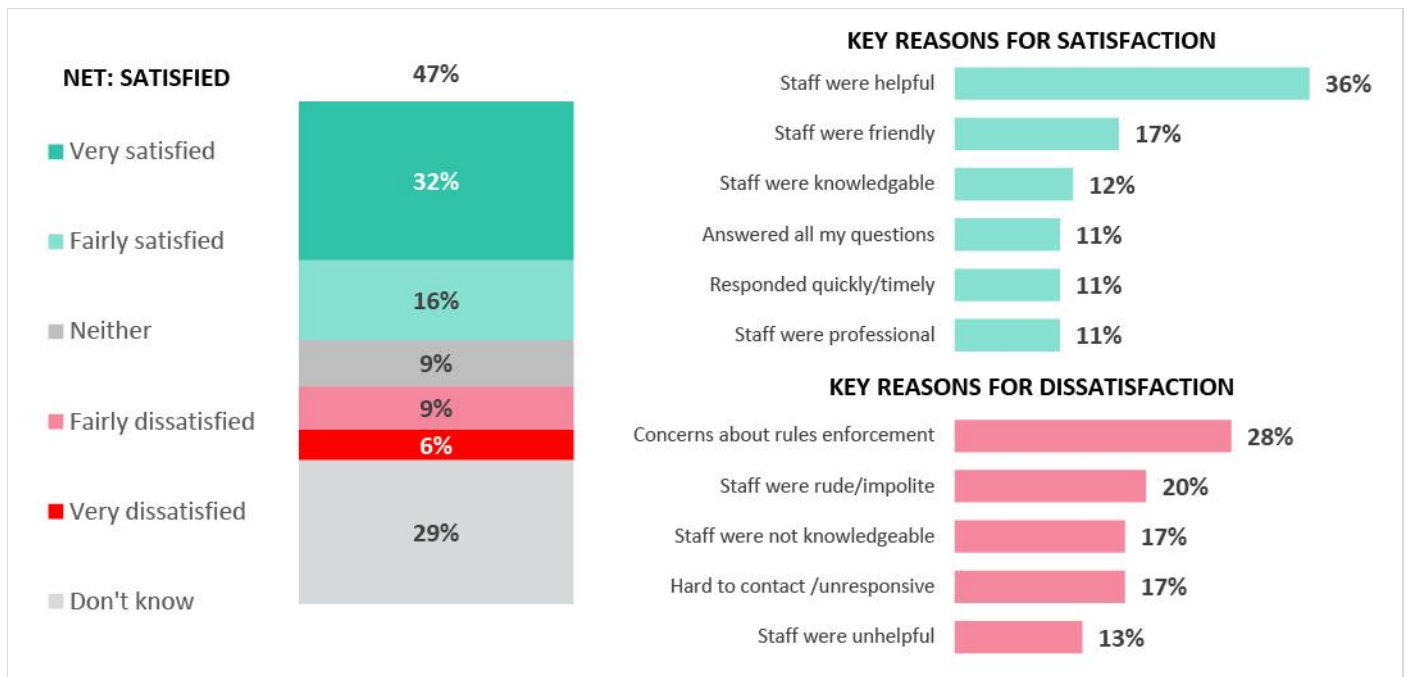


- Responded quickly/timely (11%)
- Professional (11%).

Less than one in six (15%) participants reported that they were dissatisfied with the Returning Officer. These participants provided a range of reasons as to why they were dissatisfied with the Returning Officer:

- Concerns about rules enforcement (28%)
- They were rude/impolite (20%)
- They were not knowledgeable (17%)
- They were hard to contact or unresponsive (17%)
- They were unhelpful (13%).

Figure 98 - Satisfaction with Returning Officer



Survey- Candidate Survey

Base – Total participants (n=314)

E3. And overall how satisfied or dissatisfied were you with the Returning Officer with whom you had contact?

Table 105 - Satisfaction with Returning Officer: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	32%	34%	28%	35%	32%	33%	34%	34%	28%
Fairly satisfied	16%	16%	16%	16%	16%	16%	17%	20%	11%
Neither satisfied nor dissatisfied	9%	9%	12%	7%	10%	9%	9%	9%	9%
Fairly dissatisfied	9%	7%	8%	9%	10%	5%	13%	9%	4%
Very dissatisfied	6%	8%	6%	6%	7%	5%	9%	7%	3%
Don't know/can't comment/not applicable	29%	26%	31%	28%	26%	32%	17%	21%	46%
Net Satisfied	47%	50%	44%	50%	47%	49%	51%	53%	39%
Net Dissatisfied	15%	15%	14%	15%	17%	11%	22%	16%	6%

Base number n	314	88	108	109	192	113	98	107	109
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Survey- Candidate Survey

Base – Total participants (n=314)

E3. And overall how satisfied or dissatisfied were you with the Returning Officer with whom you had contact?

Table 106 - Key Reasons for satisfaction/dissatisfaction with returning officer: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
<b>SATISFIED CANDIDATES</b>									
Staff were helpful	36%	27%	34%	47%	33%	44%	40%	35%	33%
Staff were friendly	17%	14%	21%	16%	16%	18%	12%	23%	14%
Staff were knowledgeable/knew what they were doing	12%	18%	13%	7%	13%	11%	14%	14%	7%
Answered all my questions	11%	9%	11%	13%	12%	9%	8%	7%	19%
Responded quickly/in a timely manner	11%	16%	9%	9%	13%	7%	16%	11%	5%
Information was clear	4%	5%	6%	2%	3%	5%	6%	4%	2%
Staff were professional	11%	14%	11%	9%	10%	13%	10%	9%	14%
Other (specify)	20%	23%	15%	20%	23%	13%	16%	21%	24%
No/No Comment/NA	6%	7%	9%	4%	4%	9%	4%	9%	5%
Base number n	149	44	47	55	91	55	50	57	42
<b>DISSATISFIED CANDIDATES</b>									
Staff were unhelpful	13%	8%	20%	6%	13%	8%	18%	12%	0%
Staff were rude/impolite	20%	23%	27%	13%	16%	33%	18%	24%	14%
Staff were not knowledgeable/did not know what to do	17%	15%	7%	25%	22%	0%	18%	24%	0%
Questions not answered/answered insufficiently	11%	23%	0%	6%	13%	0%	9%	12%	14%
Hard to get in contact with/unresponsive	17%	8%	20%	25%	22%	8%	5%	29%	29%
Staff were not Professional	7%	15%	7%	0%	9%	0%	9%	6%	0%
Concerns about rules enforcement	28%	46%	33%	13%	28%	33%	27%	35%	14%
Other (specify)	4%	8%	0%	6%	0%	17%	5%	0%	14%
No/No Comment/NA	11%	15%	7%	13%	13%	8%	14%	12%	0%
Base number n	46	13*	15*	16*	32	12*	22*	17*	7*

Survey- Candidate Survey

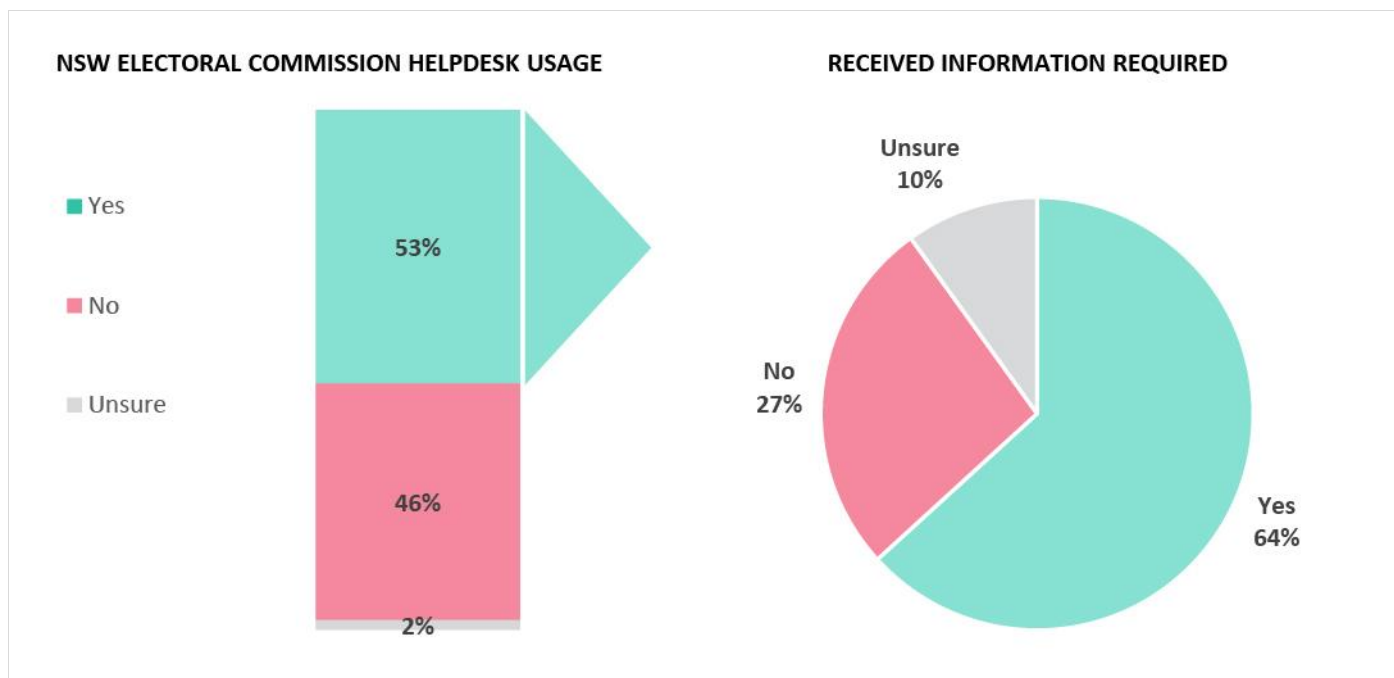
Base- Candidates Satisfied with the Returning Officer (n=149), Candidates dissatisfied with the Returning Officer (n=46)

E4. And why were you [From E3]?

**Help desk**

More than one in two (53%) candidate survey participants reported calling the helpdesk. Of those, nearly two in three (64%) reported they received the required information. However, more than one in four (27%) stated that they did not get the information they sought.

Figure 99 - Electoral Commission helpdesk usage



Survey- Candidate Survey

Base – Total Candidates (n=314)

E6. Did you call the helpdesk?

Base – Candidates who contacted the HelpDesk for any reason (n=165)

E7. Did you get the information you required?

Table 107 - NSW Electoral Commission help desk usage

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	53%	60%	55%	45%	52%	55%	51%	57%	50%
No	46%	36%	44%	54%	46%	43%	47%	41%	49%
Unsure	2%	3%	2%	1%	2%	2%	2%	2%	2%
Base number n	314	88	108	109	192	113	98	107	109

Table 108 - Received information required: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	64%	62%	69%	57%	60%	69%	54%	66%	70%
No	27%	26%	22%	33%	28%	24%	34%	23%	24%
Unsure	10%	11%	8%	10%	12%	6%	12%	11%	6%
Base number n	165	53	59	49	99	62	50	61	54

Survey- Candidate Survey

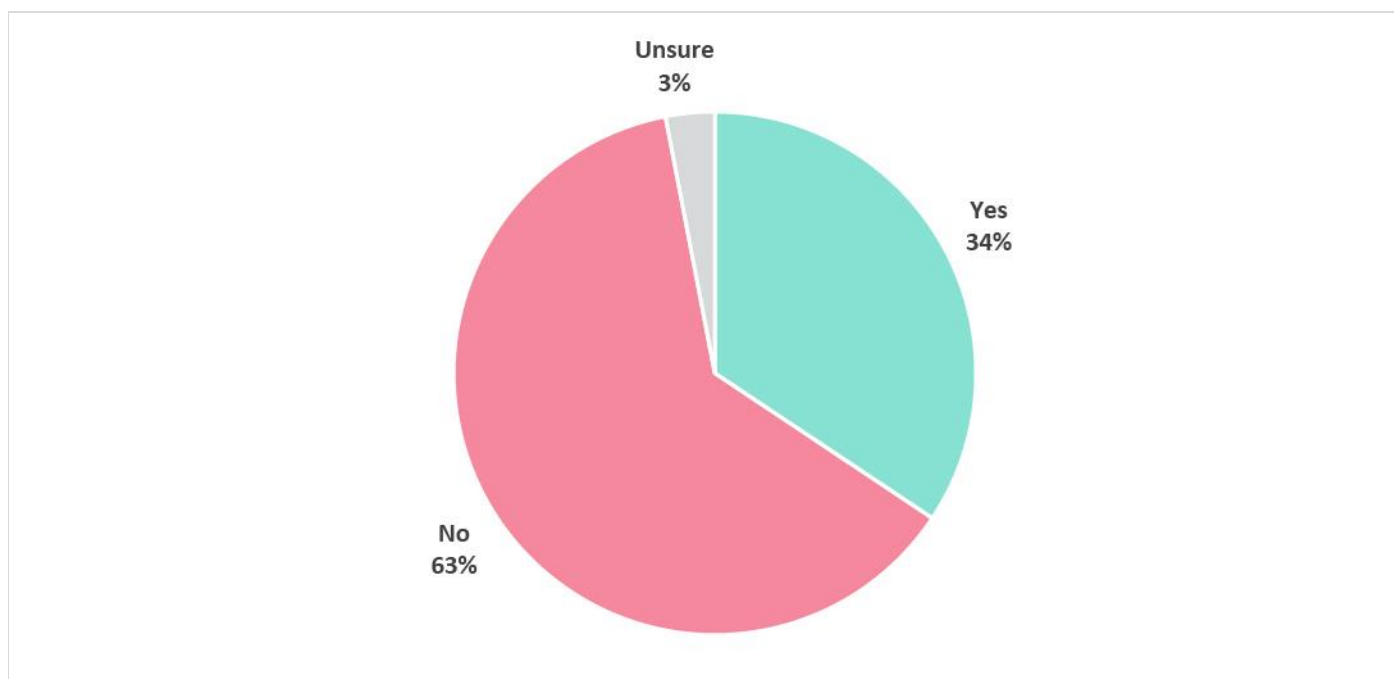
Base – Candidates who contacted the HelpDesk for any reason (n=165)

E7. Did you get the information you required?

### Candidate sessions

More than one in three (34%) participants reported they received information through candidate sessions held by councils or outside of the NSW Electoral Commission.

Figure 100 - Received information via candidate sessions held



Survey – Candidate Survey

Base – Total Candidates (n=314)

E8. Did you receive any information through candidate sessions held by councils or outside of the NSW Electoral Commission?

Table 109 - Received information via candidate sessions110: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes	34%	34%	35%	34%	29%	43%	33%	38%	32%
No	62%	64%	59%	64%	67%	54%	62%	58%	67%
Unsure	3%	2%	6%	2%	4%	3%	5%	4%	1%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

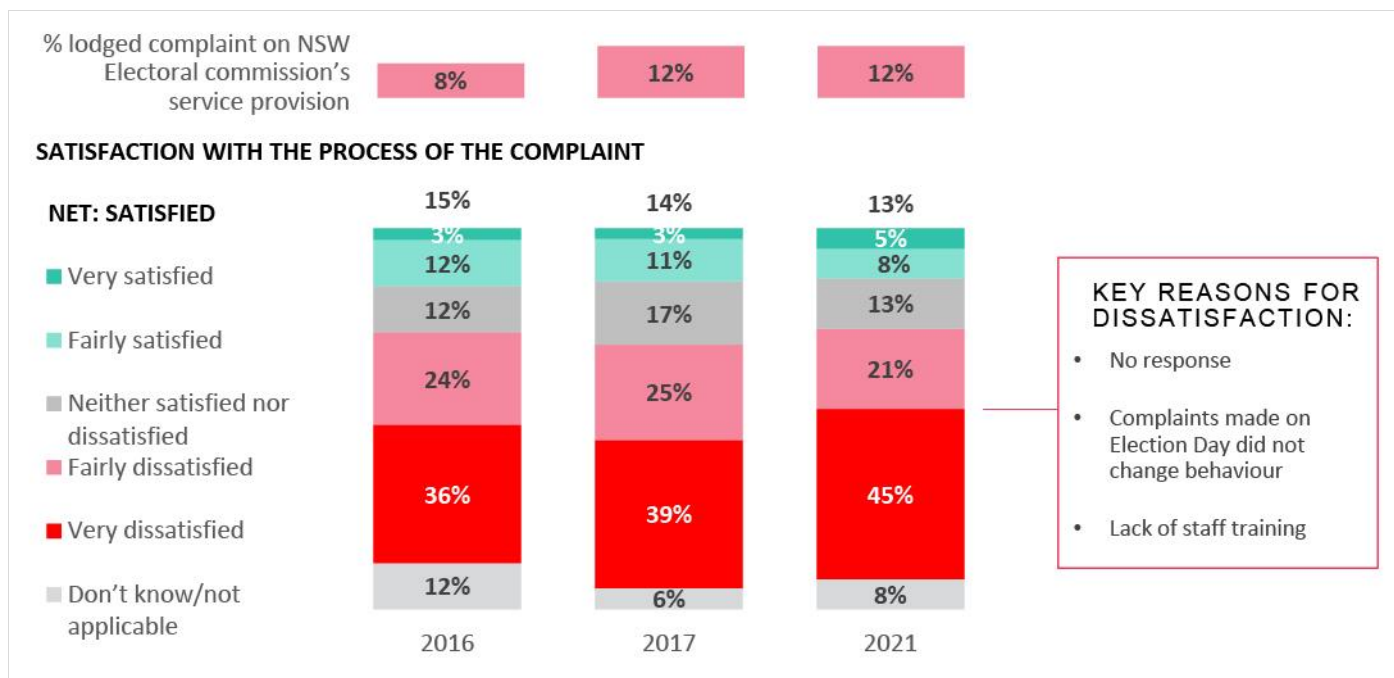
E8. Did you receive any information through candidate sessions held by councils or outside of the NSW Electoral Commission?

### Complaint handling

In 2021, one in eight (12%) participants reported that they made a complaint in relation to the NSW Electoral Commission’s service provision, which was a similar proportion to 2017 (12%) and an increase on 2016 (8%).

As shown Figure 101, one in eight (13%) participants reported that they were satisfied with the complaints process. Two in three (66%) participants were dissatisfied, with more than two in five (45%) very dissatisfied. Key reasons for dissatisfaction included no response to complaint, complaints made on Election Day did not change behaviour and lack of staff training.

Figure 101 - Complaints Handling



Survey – Candidate Survey

Base – Total Candidates (n=314)

G1. Did you make a complaint in relation to the NSW Electoral Commission's service provision in the most recent Local Government election?

Base – Candidates who made a complaint (n=38)

G3 - Were you satisfied or dissatisfied with the process of the complaint?

Table 111 - Complaints handling: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Yes - to the NSW Electoral Commission	8%	7%	12%	6%	8%	9%	12%	4%	8%
Yes - to the returning officer	4%	5%	3%	5%	5%	2%	4%	7%	1%
No	84%	83%	82%	87%	84%	84%	77%	86%	89%
Unsure	4%	6%	3%	3%	3%	5%	7%	3%	2%
Net Yes	12%	11%	15%	10%	13%	11%	16%	11%	9%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

G1. Did you make a complaint in relation to the NSW Electoral Commission's service provision in the most recent Local Government election?

Table 112 - Satisfaction with the process of the complaint: by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Very satisfied	5%	0%	0%	18%	4%	8%	6%	8%	0%
Fairly satisfied	8%	10%	0%	18%	12%	0%	6%	0%	20%
Neither satisfied nor dissatisfied	13%	10%	19%	9%	8%	25%	13%	17%	10%
Fairly dissatisfied	21%	30%	19%	18%	28%	8%	13%	17%	40%
Very dissatisfied	45%	50%	56%	18%	40%	50%	56%	50%	20%

Don't know/can't comment/not applicable	8%	0%	6%	18%	8%	8%	6%	8%	10%
Net Satisfied	13%	10%	0%	36%	16%	8%	13%	8%	20%
Net Dissatisfied	66%	80%	75%	36%	68%	58%	69%	67%	60%
Base number n	38	10*	16*	11*	25*	12*	16*	12*	10*

Survey – Candidate Survey

Base – Candidates who made a complaint (n=38)

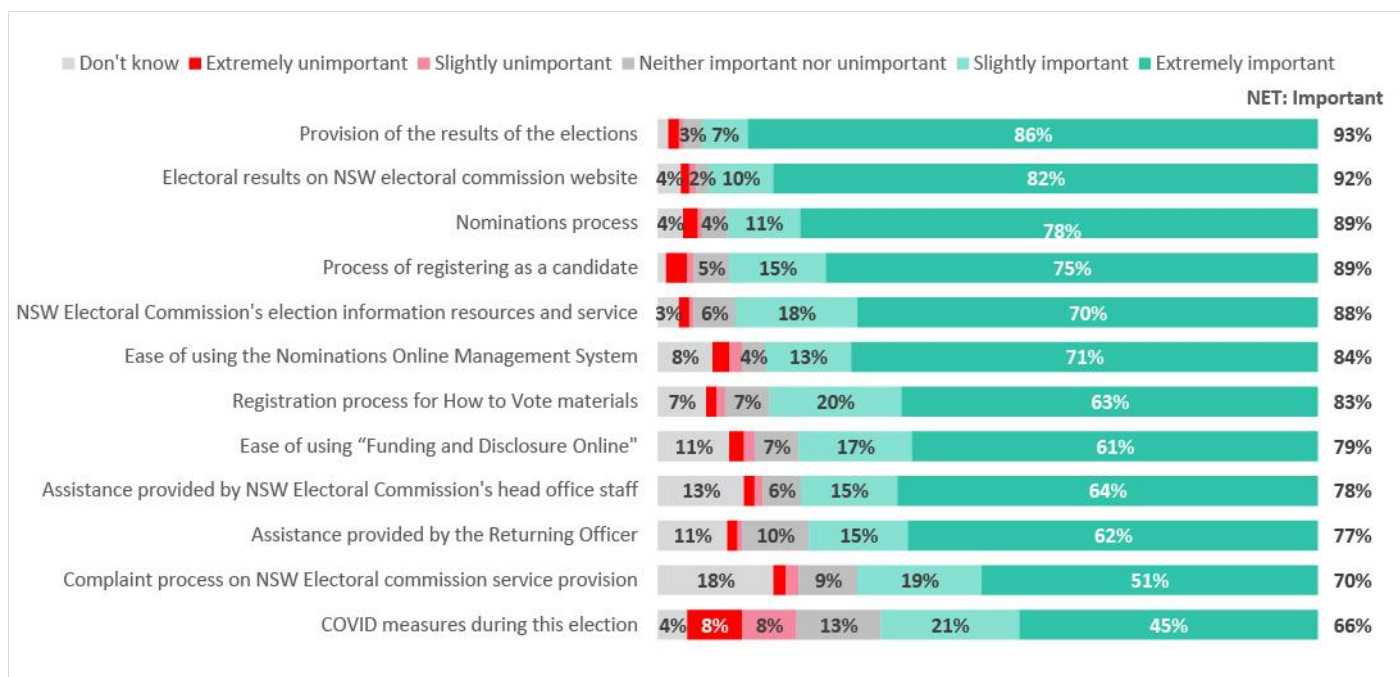
G3 - Were you satisfied or dissatisfied with the process of the complaint?

## 7.8 Future improvements

### Importance of voting elements

As shown in Figure 102, provision of the results of the elections was the most commonly reported important factor for delivering a satisfactory election services (93%), followed by having the electoral results on the NSW Electoral Commission website (92%). Around nine in ten participants reported that the nominations process (89%), registration process (89%), and information, resources and service provided by NSW Electoral Commission were important (88%). Similarly, ease of using the Nominations Online Management System (84%) and registration process for How to Vote materials (83%) were reported to be important. Around four in five participants reported that ease of using Funding and Disclosure Online (79%), assistance provided by NSW Electoral Commission's head office staff (78%) and assistance provided by the Returning officer (77%) were important. Seven in ten (70%) reported that the complaints process on the NSW Electoral Commission's service provision was important. Fewer participants reported that COVID-19 safety measures were important, with the highest proportion (16%) stated this was unimportant compared to the other factors.

Figure 102 - Important Factors in delivering a satisfactory election service



Survey – Candidate Survey

Base – Total Candidates (n=314)

H1. How important are the following to deliver a satisfactory election service?

**Table 113 - Important Factors in delivering a satisfactory election service by subgroup**

	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
NSW Electoral Commission's election information resources and service	88%	88%	92%	88%	87%	93%	91%	84%	90%
Process of registering as a candidate	89%	91%	90%	89%	89%	92%	91%	87%	90%
Ease of using "Funding and Disclosure Online"	79%	84%	81%	72%	77%	82%	83%	77%	77%
Nominations process	89%	92%	90%	88%	88%	93%	91%	85%	93%
Ease of using the Nominations Online Management System	84%	86%	88%	79%	84%	85%	90%	79%	83%
Registration process for How to Vote materials	83%	85%	88%	79%	83%	86%	82%	81%	86%
Assistance provided by NSW Electoral Commission's head office staff	78%	83%	79%	75%	78%	80%	88%	76%	72%
Assistance provided by the Returning officer	77%	81%	79%	73%	79%	75%	87%	77%	69%
Provision of the results of the elections	93%	93%	95%	93%	93%	95%	95%	90%	95%
Electoral results on NSW Electoral Commission website	92%	95%	94%	89%	94%	91%	92%	91%	94%
Complaint process on NSW Electoral Commission service provision	70%	72%	77%	61%	68%	73%	80%	68%	62%
COVID measures during this election	66%	64%	65%	72%	66%	69%	68%	55%	75%
<i>Base number n</i>	<i>314</i>	<i>88</i>	<i>108</i>	<i>109</i>	<i>192</i>	<i>113</i>	<i>98</i>	<i>107</i>	<i>109</i>

Survey – Candidate Survey

Base – Total Candidates (n=314)

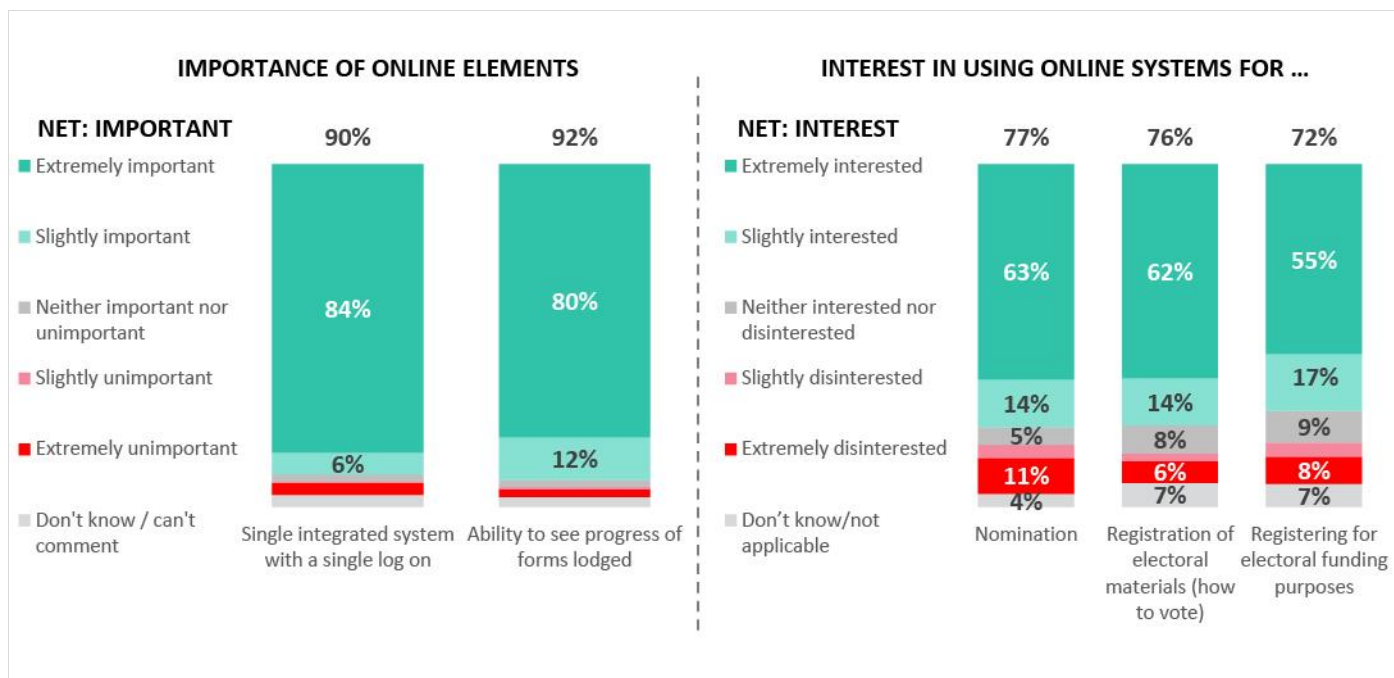
H1. How important are the following to deliver a satisfactory election service?

### Future online systems

More than nine in ten (92%) candidate survey participants reported that it was important to see the progress of forms lodged online. A similar proportion (90%) stated that it was important to have a single integrated system with a single log on.

Around three in four (77%) participants reported that they would be interested in using an online system for nominating. A similar proportion (76%) stated that that they would be interested in using an online system for registration of electoral materials and electoral funding purposes (72%). Please note, that all these systems already exist online.

Figure 103 - Future online systems



Survey – Candidate Survey

Base – Total Candidates (n=314)

H3. When considering online systems and services offered by the NSW Electoral Commission, how important are the following elements?

H2. Assuming you run for election again, would you be interested in using online systems for the following

Table 114 - Importance of online elements (top 2 box): by subgroup

COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
A single integrated system to do all online activity with a single log on	90%	92%	88%	92%	90%	92%	96%	89%	87%
Ability to see progress of forms lodged	92%	94%	92%	92%	92%	94%	95%	93%	89%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)

H3. When considering online systems and services offered by the NSW Electoral Commission, how important are the following elements?

Table 115 - Interest in Using Online Systems (top 2 box) for...- by subgroup


COLUMN %	TOTAL	AGE			GENDER		COUNCIL CLASSIFICATION		
		18-54	55-64	65+	MALE	FEMALE	METRO	REGIONAL	RURAL
Registering for electoral funding purposes	72%	82%	72%	65%	69%	77%	74%	74%	68%
Nomination	77%	84%	81%	69%	73%	83%	79%	75%	77%
Registration of electoral materials (how to vote)	76%	88%	78%	67%	73%	81%	79%	79%	72%
Base number n	314	88	108	109	192	113	98	107	109

Survey – Candidate Survey

Base – Total Candidates (n=314)



*H2. Assuming you run for election again, would you be interested in using online systems for the following*



## 8. Conclusions and Implications

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## 8. Conclusions and Implications

### **Voter experience has improved**

There has been an increase in satisfaction in the overall voting experience (89%) from the 2017 survey (76%) and 2016 survey (81%) for Core survey participants.

The main reasons for satisfaction with the voting experience was due to being, quick and easy. This was consistent across voter quantitative surveys.

The key metrics of conducting a fair and equitable election, trust in the process and confidence in results were also rated highly by respondents across the voter surveys.

Respondents living with disability and those who did not vote rated these key metrics lower.

### **IMPLICATION**

The NSW Electoral Commission delivered, as indicated by voters who answered the survey questions, a satisfactory service for the 2021 Local Government elections, and the conduct of these elections was considered fair and impartial.

### **Alternative voting options welcomed**

There was a significant uptake of iVote in this election compared with its use at previous NSW state elections (this election was first time iVote was offered for Local Government elections but it won't be available for 2023 NSW State general election) and a significant increase in the usage of pre poll, with survey respondents less likely to vote at a polling place on the day (46%) compared to 2016 (62%) and 2017 (68%). This was likely impacted by COVID-19 and the change in eligibility for alternative voting options in this election. Respondents said they used alternative voting options primarily as it was easier and more convenient, they were not in their LGA on election day or could not get to the polling place on election day.

There was also an appetite to know more about alternative options to vote, especially those who did not vote and those living with disability.

Most respondents who registered for iVote used it, with the majority not experiencing issues. Those respondents living with disability were more likely to experience issues with iVote.

### **IMPLICATION**

Communicating about alternative options to vote have the potential to lower barriers to vote, but support needs to be provided for those options.

### **Further information needs**

Half of the core survey respondents have no information needs. However, some respondents wanted to know more about candidates/parties, information on alternative voting and where to vote. Respondents with low English proficiency want information in-language. Respondents also said they would be interested in reminders to vote in the future, something that NSW Electoral Commission already provides to electors who have signed up to the Election Reminder Service. Non-voters indicated information on where to vote and how to vote (information already provided by NSW Electoral Commission) would help overcome barriers to vote.

### **IMPLICATION**

While many respondents had their information needs fulfilled, communicating about information on polling places and reminders could reduce barriers to voting along with in-language support. This is information that the NSW Electoral Commission has and promotes but it may need to be amplified.

## **Website utilisation**

Respondents used the website significantly more for the 2021 Local Government elections (47%) compared to 2017 (25%) and 2016 (20%). Three quarters of core survey respondents were satisfied with the website (72%), but satisfaction declined compared to 2017 (76%) and 2016 (75%). Satisfaction with the website was lower for survey respondents with low English proficiency (59%), compared to core survey participants. Respondents can find the website hard to navigate and find what they want.

Candidates who completed the survey reported they found the website difficult to navigate and hard to understand. They also said it was prone to crashing.

## **IMPLICATION**

With increased usage of the website, there is an opportunity to improve user experience through increased ease of accessibility of information.

## **Candidate experience deteriorated**

Candidates surveyed rated fairness and impartiality significantly lower than past Local Government elections. Trust in the process was rated lower by candidates than by voters for this election. Candidates surveyed were significantly less satisfied with their overall experience at the 2021 (41% ) elections than in past Local Government elections (60% in 2016 and 59% in 2017). The candidates that were satisfied liked the ease of the process, especially the information provided. Those dissatisfied did not like processes such as: the online application process was difficult; the COVID rules, such as the perceived ban on how to vote cards (ban was within 100m of the entrance of the polling place instead of previous 6 metres), and the perception rules were enforced inconsistently.

Candidates who answered the survey rated COVID-19 safety measures poorly and did not like the impact of the changes due to COVID-19, especially the perceived ban on handing out how to vote cards.

Satisfaction with the website was also low, with candidates who responded saying it was hard to navigate or find information. For future elections, there is desire to use digital platforms, in fact a single integrated portal was rated as important to the majority of respondents. However, the current systems for registration and nomination were rated significantly lower than in past years. Feedback included that the process was too complex, lacked e-signatures and the portal kept crashing.

## **IMPLICATION**

COVID-19 has had an impact on candidate satisfaction with processes. If COVID-19 processes are needed in future elections, clear communications and consistent enforcement of rules will be needed. Candidates surveyed wanted a single system online system for nomination, registration and electoral funding.



## Appendices

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## Appendices

### Appendix A: Core Elector Survey

#### QUESTIONNAIRE

PROJECT NAME:	NSW Local Government elections
CLIENT:	NSW Electoral Commission
SAMPLE DESCRIPTION:	Sample: n=1,200 interviews Methodology: CATI phone interviews Length: <15 minutes
DATE:	DEC 2021
SURVEY:	CORE VOTER SURVEY 2021

Overview of questionnaire flow:

SECTION:	AIM:
SCREENER	Ensure we are talking to the right people
SECTION A: VOTING EXPERIENCE	Satisfaction, trust of process and barriers
SECTION B: POLLING PLACE EXPERIENCES	Exploring experience at polling place
SECTION C: OTHER VOTING MECHANISM EXPERIENCES	iVote and postal votes experience
SECTION D: INFORMATION	Sources of information used
SECTION E: FUTURE IMPROVEMENTS	Prioritisation and future improvements

#### Sample structure, quotas and programming notes:

- Study overview: The NSW Electoral Commission requires **robust** research with NSW **voters and candidates** to **evaluate NSW Electoral Commission services** at the 2021 NSW Local Council elections AND to deliver actionable insights to **increase understanding, trust and future participation in democracy**. This core survey is to get a representative view of the opinions of voters
- Sample frame: Representative of NSW electors in 122 local council areas, excluding:
  - Fairfield City Council
  - Penrith City Council
  - Balranald Shire Council
  - Central Coast Council
  - Central Darling Shire Council
  - Wingecarribee Shire Council
    - Sample size: n=1,200

#### Programming notes:

- Single termination point at end of screeners
- Randomly assign direction of positive/negative matrix scales between participants (but not within)

## SECTION 5: SCREENERS

**INTRO** Firstly, a few quick questions to make sure we're surveying a good cross-section of the New South Wales population.

ASK ALL

### POSTCODE

**S1** What is your postcode? [SR]

RECORD EXACT POSTCODE-4 digits

ASK ALL

### LGA ALLOCATION – BASED ON THE POSTCODE PROVIDED

**S2** Can I confirm you are in... [LOCATION] [SR]

ALLOCATE LOCATION INTO LGA

TERMINATE IN LGA NOT PARTICIPATING COUNCIL

ASK ALL

**S3** And which suburb are you in?

HIDDEN QUESTION

**S3b** CODE SUBURB TO WARD IF DIVIDED LGA

TERMINATE AT S2 IF LGA IS NOT WITHIN NSW OR IF THE NSW Electoral Commission DID NOT CONDUCT THE ELECTION OR IF THE COUNCIL DID NOT HOLD AN ELECTION OR IF REFERENDUM ONLY. TERMINATE AT S3b IF WARD IS NOT HOLDING AN ELECTION, OR IS REFERENDUM ONLY.

ASK ALL

### ELIGIBILITY TO VOTE

**S4** Do you believe you were eligible to vote in the recent local council elections (i.e. 18+ years old, Australian Citizen, Resident of NSW)? [SR]

1. Yes
2. No
3. Not enrolled to vote
4. Unsure

ASK ALL

### AGE

**S5** To ensure we have a broad mix of participants in the survey... What is your age [SR, DNRO]

CAPTURE AGE FOR POST ALLOCATION

**S5b** AGE CLASSIFICATION (AUTOPUNCH)

1. 18-19
2. 20-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75-84
9. 85-94
10. 95+
11. Rather not say

TERMINATE

**SCREEN OUT INSTRUCTIONS HERE:**

**IF LGA NOT ELIGIBLE AT S2 – THANK AND TERMINATE**

**S4 = 2-4 – THANK AND TERMINATE**

**S5 = 0-17 – THANK AND TERMINATE**

**IF SCREEN OUT:** Unfortunately, you're not one of the people who we need to talk to for this particular survey.

**ASK ALL**

**GENDER**

**S6** What gender do you identify as? **[SR, DNRO]**

1. Male
2. Female
3. Non-binary/other/prefer not to say

**ASK ALL**

**ABORIGINAL AND TORRES STRAIT ISLANDER**

**S7** Are you of Aboriginal or Torres Strait Islander origin? **[SR, DNRO]**

1. Yes, Aboriginal
2. Yes, Torres Strait Islander
3. Yes both Aboriginal and Torres Strait Islander
4. No
5. Prefer not to say

**ASK ALL**

**LOTE**

**S8** And do you speak another language other than English at home? **[SR, DNRO]**

1. Yes
2. No
3. Prefer not to say

**ASK ALL**

**ACCESSIBILITY CONDITIONS**

**S9** Do you experience / have any of the following: **[MR, READ OUT]**

1. Blindness or low vision
2. Reading difficulties
3. Hearing impairment
4. Mobility restrictions
5. The use of a wheelchair
6. None of these **DNRO**
7. Prefer not to say **DNRO**

**ASK ALL**

**VOTE PARTICIPATION**

**S10** And thinking now of the Local Government elections or Council elections held 4<sup>th</sup> December 2021, did you vote – either on election day or earlier? **[SR, DNRO]**

1. Yes, on election day
2. Yes, before election day
3. No, I did not vote

**ASK IF S10 = 1,2 (VOTED)**

**VOTING MECHANISM**

**S11** Which of the following best describes how you voted? Did you vote...? **[SR] [READ OUT]**

1. In person at a polling place **[IF S10=1:]** on the day **[IF S10=2:]** early voting
2. By postal vote
3. Online (iVote)
4. By telephone (iVote operator assisted voting)
5. In another way **(SPECIFY)**
6. Don't Know **DNRO**



ASK IF S10= 2 OR S11 = 2,3,4,5,6 (VOTED PRIOR OR DID NOT VOTE IN PERSON)

**REASON FOR NOT VOTING IN PERSON ON THE DAY**

**S12** What is the **main reason** you voted this way rather than in person on election day? [SR, DNRO- CODE AS APPROPRIATE]

**AWAY**

1. I was not in my Local Government area on election day
2. I was in NSW but more than 8km from a polling place on Election Day

**BUSY ON ELECTION DAY**

3. I was working on election day and could not get to a polling place
4. I had other commitments on election day
5. I was caring for a person and could not get to a polling place on election day
6. I was helping a relative/friend who could not vote on Election Day

**EASIER**

7. It was easier and more convenient
8. I wanted to avoid the election day queues/crowds/canvassers (not necessarily because of COVID)

**COVID**

9. I was concerned about COVID-19 risk of attending in person

**GET IT DONE**

10. I didn't care about the election and just wanted to get it over and done with
11. I had made up my mind and was ready to vote
12. I was passing and decided to vote then

**DISABILITY/SICK**

13. I had COVID symptoms, was awaiting COVID test results, had to isolate
14. I have a disability
15. I was ill, infirm or pregnant
16. I was hospitalised
17. I am blind or have low vision

**RELIGION**

18. I have religious beliefs which prevent me from voting at a polling place on election day
19. Other (specify)
20. Don't know
21. I'd rather not say

ASK IF S10=3 (DID NOT VOTE)

**REASON FOR NOT VOTING**

**S13** What was the main reason you didn't vote in this election? [SR, DNRO]

**AWAY**

1. I was not in my Local Government area on election day
2. I was more than 8km from a polling place on Election Day (but in NSW)

**BUSY**

3. I was working
4. I had other commitments
5. I was caring for a person
6. I was helping a relative/friend who could not vote

**COVID**

7. I was concerned about COVID-19 risk of attending in person
8. I had COVID symptoms, was awaiting COVID test results, had to isolate

**CONCERNS**

9. I wanted to avoid the queues/crowds/canvassers
10. I believe that attending a polling place would have placed my personal safety, or that of my family members, at risk (for reasons other than COVID-19)

#### **DON'T CARE/KNOW ABOUT IT**

11. I don't really care about the Election
12. I don't believe in the voting/political system
13. I forgot
14. I am not enrolled/moved from Electoral Area/District
15. I arrived at the polling place too late/ the polling place had closed
16. I did not know how to vote
17. I was not aware the election was on

#### **DISABILITY/SICK**

18. I have a disability
19. I was ill, infirm or pregnant
20. I was hospitalised
21. I am blind or have low vision
22. I have a reading difficulty

#### **RELIGION**

23. I have religious beliefs which prevented me from voting
24. Other (please specify) \_\_\_\_\_
25. Don't know
26. I'd rather not say

#### **ASK IF DID NOT VOTE S10=3**

##### **REMOVAL OF VOTING BARRIERS**

**S14** Would you have voted if you knew the following were available? **[MR] [READ OUT]**

1. Able to vote online (up to two weeks before election day)
2. Reminder emails / SMS
3. Extended deadline to send back postal votes
4. Information about where to vote
5. Information about how to vote
6. Still would not have voted **(SR)**

#### **SECTION A: VOTING EXPERIENCE**

#### **ASK ALL**

##### **SATISFACTION - ELECTION FAIR AND IMPARTIAL**

**A1** Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially? **[SR] [READ OUT SCALE EXCLUDING CODE 6]**

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

#### **ASK IF VOTED (S10=1,2)**

##### **SATISFACTION – OVERALL VOTING EXPERIENCE**

**A2** Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience? **[SR, DNRO]**  
 [CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF A2 =1 THRU 5

**REASON FOR OVERALL VOTING EXPERIENCE SATISFACTION**

**A3** And why were you [INSERT A2]? [OE]

RECORD VERBATIM

ASK ALL

**LEVEL OF TRUST IN PROCESS**

**A4** To what extent do you trust or distrust the voting process? Would you say that you... [SR] [READ OUT EXCLUDING CODE 6]

1. Distrust it a great deal
2. Distrust it a little
3. Neither trust nor distrust it
4. Trust it a little
5. Trust it a great deal
6. Don't know

ASK IF VOTED (S10=1,2)

**EASE OF VOTING**

**A5** Overall, did you find it easy or difficult to vote in this election? [SR] [READ OUT EXCLUDING CODE 6]

1. Very difficult
2. Fairly difficult
3. Neither easy nor difficult
4. Fairly easy
5. Very easy
6. Don't know/can't comment/not applicable

ASK ALL

**POTENTIAL VOTING BARRIERS**

**A7** How much do you agree or disagree with the following statements: [SR per row]

	<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEUTRAL</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>
I know how to vote- the process is clear	1	2	3	4	5
I can choose the method I use to vote	1	2	3	4	5

ASK ALL

**AWARENESS OF ELECTION**

**A8** How did you find out about the Local Government elections? [SRMR] [DNRO, PROMPT TO CLARIFY to separate out if through News, political party or NSW Electoral Commission]

1. TV – NSW Electoral Commission advertising
2. TV- political parties ads
3. TV – news and current affairs content
4. Newspaper – NSW Electoral Commission advertising

5. Newspaper – political parties advertising
6. Newspaper – news and current affairs content
7. Radio – NSW Electoral Commission advertising
8. Radio – political parties advertising
9. Brochure/direct mail/flyer to home address sent by NSW Electoral Commission
10. SMS – from NSW Electoral Commission
11. Online – general advertising
12. Online – NSW Electoral Commission website
13. Email – direct to me from NSW Electoral Commission
14. Email – from a candidate or party
15. Social media – NSW Electoral Commission advertising
16. Social media – political parties advertising
17. Social media – content provided by the NSW Electoral Commission
18. Social media – other conversations and content
19. Outdoor advertising/poster- political party
20. Outdoor advertising/poster- NSW Electoral Commission
21. Friend/Family member/Neighbour
22. Political party letter/flyer/representative
23. Candidate posters display
24. Candidate posters displayed in shop windows/around my local area
25. Other (SPECIFY)
26. Don't know

ASK IF S11 = 1 (VOTED IN PERSON)

#### AWARENESS OF WHERE TO VOTE

**A9** How did you find out where you could vote? [SRMR] [DO NOT READ OUT]

1. Called the NSW Electoral Commission election enquiries line (1300 135 736)
2. Asked a friend, family member, or neighbour
3. Visited the NSW Electoral Commission website (www.elections.nsw.gov.au)
4. Went to the same place you voted last time
5. Went out looking for a polling place until you found one
6. Information provided by a candidate or political party member
7. Saw the crowds/signs
8. Used a search engine (e.g. Google)
9. My Council website
10. Information from my council
11. Other

## SECTION B: POLLING PLACE EXPERIENCES

ASK IF S11 = 1 (VOTED IN PERSON)

#### SATISFACTION – AMOUNT OF TIME AT POLLING

**B2** How satisfied or dissatisfied were you with the **amount of time** you spent at the polling place? [SR, DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF S11 = 1 (VOTED IN PERSON)

#### QUEUE TIME

**B3** To the best of your knowledge, **how long did you have to queue before you voted?** [SR] [DNRO, PROMPT TO CLARIFY IF NECESSARY]

1. I didn't have to wait
2. 1-2 minutes
3. 3-5 minutes
4. 6-9 minutes
5. 10-14 minutes
6. 15-20 minutes
7. Over 20 minutes
8. Don't know

ASK IF B2 = 1,2 (DISSATISFIED WITH TIME)

**TOOK TOO LONG**

**B4** Which of the following, if any, did you think **took too long**? Just say yes.... [MR] [READ OUT]

1. Waiting in the queue before getting your name marked off
2. Your name being marked off the electoral roll
3. Filling in a ballot paper
4. A voting screen becoming available to cast your vote
5. Being able to place your ballot papers in the ballot boxes as you left
6. Getting assistance to help you to vote
7. Anything else-Other [SPECIFY]

ASK IF S11 = 1 (VOTED IN PERSON)

**SATISFACTION – COVID MEASURES**

**B5** How satisfied or dissatisfied were you with the COVID safety measures in place at your polling place e.g. physical distancing measures, QR codes, bring own pen, hand sanitiser? [SR, DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF S11 = 1 (VOTED IN PERSON)

**ASSISTANCE RECEIVED**

**B7** Did you receive any of the following assistance from election staff at the polling place? [MR] [READ OUT]

1. Assistance to understand how to vote
2. Assistance to understand the process at the polling place
3. Assistance in a language other than English [ONLY SHOW IF S8=1 (LOTE)]
4. Any other assistance? (Specify)
5. No assistance required (DNRO, EXCLUSIVE)

ASK IF B7 = 1,2,3,4,5 (RECEIVED ASSISTANCE TO VOTE)

**SATISFACTION – ASSISTANCE**

**B8** Overall, were you satisfied or dissatisfied **with this assistance**? [SR]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable DNRO

## SECTION C: OTHER VOTING MECHANISM EXPERIENCES

ASK IF S11=3,4 (iVote VOTER)

### iVOTE - SATISFACTION

**C1** You mentioned you voted using iVote. Taking everything into account, were you satisfied or dissatisfied with the iVote service? **[SR, DNRO]**

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF S11=3,4 (iVote VOTER)

### iVote - EASE OF VOTING

**C2** Overall, did you find it easy or difficult to vote using iVote? **[SR]**

1. Very difficult
2. Fairly difficult
3. Neither easy nor difficult
4. Fairly easy
5. Very easy
6. Don't know/can't comment/not applicable **DNRO**

ASK IF S11=2 (POSTAL VOTE)

### POSTAL VOTE - SATISFACTION

**C3** You mentioned you cast a postal vote. Taking everything into account, were you satisfied or dissatisfied with the postal voting service? **[SR]**

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable **DNRO**

ASK IF S11=2 (POSTAL VOTE)

### POSTAL VOTE – APPLICATION FORM

**C4** Where did you get your postal vote application form? **[SR] [PROMPT TO CLARIFY IF NECESSARY]**

1. Called the NSW Electoral Commission
2. Completed online application process
3. Downloaded application form on NSW Electoral Commission website
4. Political party letter/email/representative etc
5. Political party advertising/flyer etc
6. Friend/Family member/Neighbour
7. Forms sent automatically
8. Other (SPECIFY)
9. Don't know **DNRO**

ASK IF C4 = 2,3 (POSTAL VOTE ONLINE APPLICANTS)

### POSTAL VOTE – ONLINE APPLICATION SATISFACTION

**C6** Were you satisfied or dissatisfied with the online application process? **[SR, DNRO]**

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied

2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF C4 = 2,3 (POSTAL VOTE ONLINE APPLICANTS)

**POSTAL VOTE – ONLINE APPLICATION TIMEFRAME**

**C7** Was your postal vote pack received ... **[SR] [READ OUT]**

1. With adequate time before the election
2. Very little time before the election
- ~~3.~~ After the election- not sure my vote was received in time
4. Don't know/can't comment/not applicable **DNRO**

## SECTION D: INFORMATION

ASK ALL

### LEVEL OF INFORMATION

- D1** **IF VOTED (S10=1,2):** How informed or uninformed did you feel about each of the following before going to vote in the Council Elections?  
**IF DID NOT VOTE (S10=3):** How informed or uninformed did you feel about each of the following before the most recent Council Elections?  
**[SR per row – RANDOMISE, READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF INFORMED]**

	Very uninformed	Fairly uninformed	Neither informed nor uninformed	Fairly informed	Very informed	Don't know DNRO
a. How to fill in a ballot paper	1	2	3	4	5	6
b. How to check and update your enrolment details	1	2	3	4	5	6
c. Early and alternative voting options (that is, other than voting in person at a polling place on Election Day)	1	2	3	4	5	6
d. <b>[SHOW ONLY IF VOTE IN PERSON S11=1]</b> Finding out where to vote on Election Day	1	2	3	4	5	6
e. When the results of the Election are declared	1	2	3	4	5	6

ASK ALL

### ADDITIONAL INFORMATION DESIRED

- D2** What additional information, if any, would you have liked to receive? **[MR, DNRO]**
1. No additional information needed **[EXCLUSIVE]**
  1. Information about where to vote on election day
  2. Information about how to enrol to vote or update enrolment details
  3. Information about postal voting
  4. Information about voting early
  5. Information about polling place opening hours/closing times
  6. Information about filling out ballot papers correctly
  7. Information about candidates or parties
  8. Information on iVote (Technology assisted voting)
  9. Information on assistance for people with disabilities and their carers
  10. Information in languages other than English
  11. Other **(SPECIFY)**
  12. Don't know



ASK ALL

WEBSITE – SATISFACTION

D11 If you visited the NSW Electoral Commission website to get information about the recent elections, were you satisfied or dissatisfied with the website? [SR, DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Didn't access the website
2. Very dissatisfied
3. Fairly dissatisfied
4. Neither satisfied nor dissatisfied
5. Fairly satisfied
6. Very satisfied
7. Don't know/can't comment/not applicable

ASK ALL

INFORMATION ON ELECTION NIGHT – AWARENESS

D12 Do you know where to find or access election results? [SR, DNRO]

1. Yes
2. No
3. Not sure

ASK ALL

CONFIDENCE IN ELECTION RESULTS

D13 Overall, how confident are you that the election results are accurate? [SR, DNRO]

[CATI-IF CONFIDENT/NOT CONFIDENT] Is that very or fairly confident/not very or not at all confident?

1. Not at all confident
2. Not very confident
3. Fairly confident
4. Very confident
5. Don't know

SECTION E: FUTURE IMPROVEMENTS

INTRO Just a few final questions

ASK ALL

IMPORTANCE OF ELEMENTS

F1 How important are the following to deliver a satisfactory voting service? [SR per row] [RANDOMISE, READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF IMPORTANCE]

	Extremely unimportant	Slightly unimportant	Neither important nor unimportant	Slightly important	Extremely important	Don't know/ Can't say DNRO
Short time spent in polling place to cast a vote	1	2	3	4	5	6
COVID safety measures in place e.g. physical distancing measures, QR	1	2	3	4	5	6

	Extremely unimportant	Slightly unimportant	Neither important nor unimportant	Slightly important	Extremely important	Don't know/ Can't say DNRO
codes, bring own pen, hand sanitiser						
Assistance with how to vote	1	2	3	4	5	6
Assistance to understand the process at the polling place	1	2	3	4	5	6
Assistance from polling place staff in a language other than English	1	2	3	4	5	6
Online voting (iVote)	1	2	3	4	5	6
Postal voting service	1	2	3	4	5	6
Online application process for postal voting	1	2	3	4	5	6
NSW Electoral Commission Website	1	2	3	4	5	6

ASK ALL

INTEREST IN NEW IDEAS

**F2** Which of the following are you interested in for future elections? [SR per row] [RANDOMISE , READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF INTEREST]

	Extremely disinterested	Slightly disinterested	Neither interested nor disinterested	Slightly interested	Extremely interested	Don't know/ Can't say DNRO
Live information on how busy polling places are	1	2	3	4	5	6
Text to remind you to vote on election day	1	2	3	4	5	6
More information on online voting	1	2	3	4	5	6
More information online about polling places e.g. ,	1	2	3	4	5	6

availability of help in  
language

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Name marked off the roll  
electronically at the  
polling place

1

2

3

4

5

6

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## Appendix B: In Language Survey

### QUESTIONNAIRE

PROJECT NAME:	NSW Local Government elections
CLIENT:	NSW Electoral Commission
SAMPLE DESCRIPTION:	Sample: n=150 interviews (50 Arabic-speaking, 50 Cantonese-speaking, 50 Mandarin-speaking) Methodology: CATI phone interviews in language Length: <15 minutes
DATE:	DEC 2021
SURVEY:	IN LANGUAGE SURVEY 2021

### Overview of questionnaire flow:

SECTION:	AIM:
SCREENER	Ensure we are talking to the right people
SECTION Z: PARTICIPATION	Voting participation, experience, drivers and barriers
SECTION A: GENERAL SATISFACTION	Exploring satisfaction and key experience metrics
SECTION B: VOTING IN PERSON	Exploring experience, and impact of in-language materials
SECTION C: IVOTE/POSTAL	Exploring experience, and impact of in-language materials
SECTION D: INFORMATION	Sources of information used
SECTION E: FUTURE IMPROVEMENTS	Prioritisation and future improvements

### Sample structure, quotas and programming notes:

- Study overview: The NSW Electoral Commission requires **robust** research with NSW **voters and candidates to evaluate NSW Electoral Commission's services** at the 2021 NSW Local Government elections and deliver actionable insights to **increase understanding, trust and future participation in democracy**.
- This in-language survey looks to understand the experiences and attitudes of voters who speak Arabic, Cantonese or Mandarin with low English proficiency.
- Sample frame: Arabic, Cantonese and Chinese speakers, that have a low English proficiency (not well or not at all). Best efforts on 50/50 Male and Female. All surveys completed in-language, as below:
  - N=50 Arabic
  - N=50 Mandarin
  - N=50 Cantonese
- Sample size: n=150

**Survey introduction:**

START SURVEY IN-LANGUAGE (ARABIC, CANTONESE, MANDARIN). **WE WANT TO SPEAK TO THOSE THAT DO NOT SPEAK ENGLISH WELL OR DO NOT SPEAK ENGLISH AT ALL, TO BE CAPTURED AT S8A. IF OPT TO SPEAK IN ENGLISH (WELL) PRIOR TO S4b, THANK AND CLOSE.**

**SECTION 5: SCREENER**

**INTRO** Firstly, a few quick questions to make sure we're surveying a good cross-section of the New South Wales population

ASK ALL

**POSTCODE**

**S3** What is your postcode? **[SR]**

RECORD EXACT POSTCODE-4 digits

ASK ALL

**LGA ALLOCATION – BASED ON THE POSTCODE PROVIDED**

**S4** Can I confirm you are in... **[LOCATION] [SR]**

ALLOCATE LOCATION INTO LGA

TERMINATE IN LGA NOT PARTICIPATING COUNCIL

ASK IF MORE THAN ONE WARD IN LGA

**S3** And which suburb are you in?

HIDDEN QUESTION

**S3b** CODE SUBURB TO WARD IF DIVIDED LGA

TERMINATE AT S2 IF LGA IS NOT WITHIN NSW OR IF THE NSW Electoral Commission DID NOT CONDUCT THE ELECTION OR IF THE COUNCIL DID NOT HOLD AN ELECTION OR IF REFERENDUM ONLY. TERMINATE AT S3b IF WARD IS NOT HOLDING AN ELECTION, OR IS REFERENDUM ONLY.

ASK ALL

**ENGLISH PROFICIENCY**

**S4b** How well can you speak English? **[SR, DNRO]**

1. Very well **THANK AND CLOSE**
2. Well **THANK AND CLOSE**
3. Not well
4. Not at all

**TERMINATE IF GOOD/EXCELLENT ENGLISH PROFICIENCY. ONLY INCLUDE IF CAN ONLY SPEAK ENGLISH NOT WELL/NOT AT ALL**

ASK ALL

**ELIGIBILITY TO VOTE**

**S5** Do you believe you were eligible to vote in the recent local council elections (i.e. 18+ years old, Australian Citizen, Resident of NSW)? **[SR]**

1. Yes
2. No
3. Not enrolled to vote
4. Unsure

ASK ALL

**AGE**

**S14** To ensure we have a broad mix of participants in the survey... What is your age **[SR, DNRO]**

**CAPTURE AGE FOR POST ALLOCATION**

**S5b AGE CLASSIFICATION (AUTOPUNCH)**

1. 18-19
2. 20-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75-84
9. 85-94
10. 95+
11. Rather not say **TERMINATE**

**SCREEN OUT INSTRUCTIONS HERE:**

**IF LGA NOT ELIGIBLE AT S2 – THANK AND TERMINATE**

**S4 = 2-4 – THANK AND TERMINATE**

**S4B = 1-2- THANK AND TERMINATE**

**S5 = 0-17 – THANK AND TERMINATE**

**IF SCREEN OUT:** Unfortunately, you're not one of the people who we need to talk to for this particular survey.

ASK ALL

**GENDER**

**S15** What gender do you identify as? **[SR, DNRO]**

1. Male
2. Female
3. Non-binary/other/prefer not to say

ASK ALL

**ACCESSIBILITY CONDITIONS**

**S9** Do you experience / have any of the following: **[MR, READ OUT]**

1. Blindness or low vision
2. Reading difficulties
3. Hearing impairment
4. Mobility restrictions
5. The use of a wheelchair
6. None of these
7. Prefer not to say

## SECTION 2: PARTICIPATION

### ASK ALL

#### VOTE PARTICIPATION

- S10** Thinking now of the Local Government elections or Council elections held 4<sup>th</sup> December 2021, did you vote – either on election day or earlier? **[SR, DNRO]**
1. Yes, on election day
  2. Yes, before election day
  3. No, I did not vote

### ASK IF S10 = 1,2 (VOTED)

#### VOTING MECHANISM

- S11** Which of the following best describes how you voted? Did you vote...? **[SR] [READ OUT]**
1. In person at a polling place **[IF S10=1:]** on the day **[IF S10=2:]** early voting
  2. By postal vote
  3. On the internet (iVote)
  4. By telephone (iVote operator assisted voting)
  5. Other **(SPECIFY)**
  6. Don't Know

### ASK ALL

#### PREVIOUS VOTING EXPERIENCE

- S11A** Have you voted for Local Government elections or Council elections in the past? **[MR] [READ OUT]**
1. Yes, in person at a polling place (on the day or early voting)
  2. Yes, by postal vote
  3. Yes, online, using iVote
  4. Yes, by telephone (iVote operator assisted voting)
  5. Yes, by other methods
  6. Don't Know **DNRO**
  7. I have never voted for Local Government elections or Council elections in the past

### ASK IF S10= 2 OR S11 = 2,3,4,5 (VOTED PRIOR OR DID NOT VOTE IN PERSON)

#### REASON FOR NOT VOTING IN PERSON ON THE DAY

- S12** What is the **main reason** you voted this way rather than in person on election day? **[SR, DNRO- CODE AS APPROPRIATE]**

#### AWAY

1. I was not in my Local Government area on election day
2. I was in NSW but more than 8km from a polling place on Election Day

#### BUSY ON ELECTION DAY

3. I was working on election day and could not get to a polling place
4. I had other commitments on election day
5. I was caring for a person and could not get to a polling place on Election Day
6. I was helping a relative/friend who could not vote on Election Day

#### EASIER

7. It was easier and more convenient
8. I wanted to avoid the election day queues/crowds/canvassers (not necessarily because of COVID)

#### COVID

9. I was concerned about COVID-19 risk of attending in person

### **GET IT DONE**

10. I didn't care about the election and just wanted to get it over and done with
11. I had made up my mind and was ready to vote
12. I was passing and decided to vote then

### **DISABILITY/SICK**

13. I had COVID symptoms, was awaiting COVID test results, had to isolate
14. I have a disability
15. I was ill, infirm or pregnant
16. I was hospitalised
17. I am blind or have low vision

### **RELIGION**

18. I have religious beliefs which prevent me from voting at a polling place on election day

### **LANGUAGE**

23. I could find information in my language offering/encouraging me to vote in this way
24. There was information explaining how to vote this way in language (e.g. brochure, video)
25. I knew others in my community voting in this way
26. I felt more comfortable voting in language in this way
27. This method was available in my language
19. Other (specify)
20. Don't know
21. I'd rather not say

### **ASK IF DID NOT VOTE S10=3**

#### **REASON FOR NOT VOTING**

**S13** What was the main reason you didn't vote in this election? **[SR, DNRO]**

#### **AWAY**

1. I was not in my Local Government area on election day
2. I was more than 8km from a polling place on Election Day (but in NSW)

#### **BUSY**

3. I was working
4. I had other commitments
5. I was caring for a person
6. I was helping a relative/friend who could not vote

#### **COVID**

7. I was concerned about COVID-19 risk of attending in person
8. I had COVID symptoms, was awaiting COVID test results, had to isolate

#### **CONCERNS**

9. I wanted to avoid the queues/crowds/canvassers
10. I believe that attending a polling place would have placed my personal safety, or that of my family members, at risk (for reasons other than COVID-19)

#### **DON'T CARE/KNOW ABOUT IT**

11. I don't really care about the Election
12. I don't believe in the voting/political system
13. I forgot
14. I am not enrolled/moved from Electoral Area/District
15. I arrived at the polling place too late/ the polling place had closed
16. I did not know how to vote
17. I was not aware the election was on



## DISABILITY/SICK

18. I have a disability
19. I was ill, infirm or pregnant
20. I was hospitalised
21. I am blind or have low vision
22. I have a reading difficulty

## RELIGION

23. I have religious beliefs which prevented me from voting

## LANGUAGE

27. I could not find information in my language
28. Lack of information explaining how to vote in language (e.g. brochure, video)
29. I did not know anyone else in my community voting
30. I do not feel comfortable completing activities in English
31. Voting methods were not available in my language
24. Other (specify)
25. Don't know
26. I'd rather not say

### ASK IF DID NOT VOTE S10=3

#### REMOVAL OF VOTING BARRIERS

**S14** Would you have voted if you knew the following were available? **[MR] [READ OUT]**

1. Able to vote online (up to two weeks before election day)
2. Reminder emails / SMS
3. Extended deadline to send back postal votes
4. Information about where to vote
5. Information about how to vote
6. Information available in my language on how to vote, when or where
7. Able to vote in my language
8. Seeing others in my community voting and encouraging me to vote
9. Have language interpretation or support available in polling booths or online
10. There was information explaining how to vote this way in my language (e.g. brochure, video)
11. None of the above

## SECTION A: GENERAL SATISFACTION

### ASK ALL

#### SATISFACTION - ELECTION FAIR AND IMPARTIAL

**A1** Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially? **[SR] [READ OUT SCALE EXCLUDING CODE 6]**

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

### ASK IF VOTED (S10=1,2)

#### SATISFACTION – OVERALL VOTING EXPERIENCE

**A2** Taking everything into account, how satisfied or dissatisfied were you with your overall voting experience? **[SR, DNRO]**

**[CATI-IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied

3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF A2 =1 THRU 5

**REASON FOR OVERALL VOTING EXPERIENCE SATISFACTION**

**A3** And why were you [INSERT A2]? [OE]

RECORD VERBATIM

ASK ALL

**LEVEL OF TRUST IN PROCESS**

**A4** To what extent do you trust or distrust the voting process? Would you say that you... [SR] [READ OUT EXCLUDING CODE 6]

1. Distrust it a great deal
2. Distrust it a little
3. Neither trust nor distrust it
4. Trust it a little
5. Trust it a great deal
6. Don't know

ASK IF VOTED (S10=1,2)

**EASE OF VOTING**

**A5** Overall, did you find it easy or difficult to vote in this election? [SR] [READ OUT EXCLUDING CODE 6]

1. Very difficult
2. Fairly difficult
3. Neither easy nor difficult
4. Fairly easy
5. Very easy
6. Don't know/can't comment/not applicable

ASK ALL

**POTENTIAL VOTING BARRIERS**

**A7** How much do you agree or disagree with the following statements: [SR per row]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I know how to vote- the process is clear	1	2	3	4	5
I can choose the method I use to vote	1	2	3	4	5

ASK ALL

**AWARENESS OF ELECTION**

**A8** How did you find out about the Local Government elections? [MR] [DNRO, PROMPT TO CLARIFY to separate out if through News, political party or NSW Electoral Commission]

1. TV – NSW Electoral Commission advertising
2. TV- political parties ads
3. TV – news and current affairs content

4. Newspaper – NSW Electoral Commission advertising
5. Newspaper – political parties advertising
6. Newspaper – news and current affairs content
7. Radio – NSW Electoral Commission advertising
8. Radio – political parties advertising
9. Brochure/direct mail/flyer to home address sent by NSW Electoral Commission
10. SMS – from NSW Electoral Commission
11. Online – general advertising
12. Online – NSW Electoral Commission website
13. Email – direct to me from NSW Electoral Commission
14. Email – from a candidate or party
15. Social media – NSW Electoral Commission advertising
16. Social media – political parties advertising
17. Social media – content provided by the NSW Electoral Commission
18. Social media – other conversations and content
19. Outdoor advertising/poster- political party
20. Outdoor advertising/poster- NSW Electoral Commission
21. Friend/Family member/Neighbour
22. Political party letter/flyer/representative
23. Candidate posters display
24. Candidate posters displayed in shop windows/around my local area
25. Other (SPECIFY)
26. Don't know

ASK IF S11 = 1 (VOTED IN PERSON)

#### AWARENESS OF WHERE TO VOTE

**A9** How did you find out where you could vote? [MR] [DO NOT READ OUT]

1. Called the NSW Electoral Commission election enquiries line (1300 135 736)
2. Asked a friend, family member, or neighbour
3. Visited the NSW Electoral Commission website (www.elections.nsw.gov.au)
4. Went to the same place you voted last time
5. Went out looking for a polling place until you found one
6. Information provided by a candidate or political party member
7. Saw the crowds/signs
8. Used a search engine (e.g. Google)
9. My Council website
10. Information from my council
11. Other

## SECTION B: VOTING IN PERSON

ASK IF S11 = 1 (VOTED IN PERSON)

#### SATISFACTION – COVID MEASURES

**B5** How satisfied or dissatisfied were you with the COVID safety measures in place at your polling place e.g. physical distancing measures, QR codes, bring own pen, hand sanitiser? [SR, DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF S11 = 1 (VOTED IN PERSON)

**ASSISTANCE RECEIVED**

**B7** Did you receive any of the following assistance from election staff at the polling place? **[MR] [READ OUT]**

1. Assistance to understand how to vote
2. Assistance to understand the process at the polling place
3. Assistance in a language other than English
5. Any other assistance? (specify)
6. I did not require any assistance

ASK IF B7=3 (RECEIVED LANGUAGE ASSISTANCE TO VOTE)

**ASSISTANCE RECEIVED**

**B7A** You mentioned that you received assistance in a language other than English. What type of assistance did you receive? **[MR] [READ OUT]**

1. An interpreter service, to translate into my language
2. Information from someone with a badge showing that they spoke my language
3. Information in my language on what to do
4. Other (specify)
5. Can't remember

ASK IF B7=3 (RECEIVED LANGUAGE ASSISTANCE TO VOTE)

**SATISFACTION – IN-PERSON LANGUAGE ASSISTANCE**

**B8** Overall, were you satisfied or dissatisfied with this language assistance? **[SR]**

**[CATI-IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable **DNRO**

**SECTION C: iVOTE/POSTAL**

ASK IF S11=3,4 (iVote VOTER)

**iVOTE - SATISFACTION**

**C1** You mentioned you voted using iVote. Taking everything into account, were you satisfied or dissatisfied with the iVote service? **[SR, DNRO]**

**[CATI-IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF S11=3,4 (iVote VOTER)

**iVote - EASE OF VOTING**

**C2** Overall, did you find it easy or difficult to vote using iVote? **[SR]**

1. Very difficult
2. Fairly difficult
3. Neither easy nor difficult
4. Fairly easy
5. Very easy
6. Don't know/can't comment/not applicable **DNRO**

ASK IF S11=3,4 (iVote VOTER)

**IVOTE ASSISTANCE RECEIVED**

**C2b** Did you receive any of the following assistance when using iVote in your language? **[MR] [READ OUT]**

1. No assistance **DNRO**
1. An interpreter service, to translate into my language
2. Information in my language on what to do and how to use it
3. Videos on how to use iVote
4. Help from friends or family
5. Other (specify) **DNRO**
6. Can't remember **DNRO**

ASK IF C2B=1-3 (RECEIVED ASSISTANCE FOR IVOTE)

**SATISFACTION – IVOTE LANGUAGE ASSISTANCE**

**C2c** Overall, were you satisfied or dissatisfied with this language assistance? **[SR]**

**[CATI-IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable **DNRO**

ASK ALL

**IVOTE LANGUAGE APPEAL**

**C2d** If a service in your language was available for voting online or by telephone, how likely would you be to use it? **[SR] [READ OUT]**

1. Very likely
2. Quite likely
3. Neither
4. Quite unlikely
5. Very unlikely

ASK ALL

**IVOTE LANGUAGE USAGE**

**C2e** Have you used an in-language service for voting online or by telephone in past Australian elections? **[SR] [DNRO]**

1. Yes
2. No
3. Unsure

## VOTING VIA POSTAL VOTE – SATISFACTION AND EXPERIENCE

ASK IF S11=2 (POSTAL VOTE)

### POSTAL VOTE - SATISFACTION

**C3** You mentioned you cast a postal vote. Taking everything into account, were you satisfied or dissatisfied with the postal voting service? **[SR]**

**[CATI-IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable **DNRO**

ASK IF S11=2 (POSTAL VOTE)

### POSTAL VOTE – APPLICATION FORM

**C4** Where did you get your postal vote application form? **[SR]** **[PROMPT TO CLARIFY IF NECESSARY]**

1. Called the NSW Electoral Commission
2. Completed online application process
3. Downloaded application form on NSW Electoral Commission website
4. Political party letter/email/representative etc
5. Political party advertising/flyer etc
6. Friend/Family member/Neighbour
7. Forms sent automatically
8. Other
9. Don't know **DNRO**

ASK IF C4 = 2,3 (POSTAL VOTE ONLINE APPLICANTS)

### POSTAL VOTE – ONLINE APPLICATION SATISFACTION

**C6** Were you satisfied or dissatisfied with the online application process? **[SR, DNRO]**

**[CATI-IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF C4 = 2,3 (POSTAL VOTE ONLINE APPLICANTS)

### POSTAL VOTE – ONLINE APPLICATION TIMEFRAME

**C7** Was your postal vote pack received ... **[SR]** **[READ OUT]**

1. With adequate time before the election
2. Very little time before the election
- ~~3.~~ After the election- not sure my vote was received in time
4. Don't know/can't comment/not applicable **DNRO**

## SECTION D: INFORMATION

ASK ALL

### LEVEL OF INFORMATION

**D1 IF VOTED (S10=1,2):** How informed or uninformed did you feel about each of the following before going to vote in the Council Elections?

**IF DID NOT VOTE (S10=3):** How informed or uninformed did you feel about each of the following before the most recent Council Elections?

[SR per row – RANDOMISE, READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF INFORMED]

	Very uninformed	Fairly uninformed	Neither informed nor uninformed	Fairly informed	Very informed	Don't know DNRO
a. How to fill in a ballot paper	1	2	3	4	5	6
b. How to check and update your enrolment details	1	2	3	41078	5	6
c. Early and alternative voting options (that is, other than voting in person at a polling place on Election Day)	1	2	3	4	5	6
d. [SHOW ONLY IF VOTE IN PERSON S11=1] Finding out where to vote on Election Day	1	2	3	4	5	6
e. When the results of the Election are declared	1	2	3	4	5	6

ASK ALL

### ADDITIONAL INFORMATION DESIRED

**D2** What additional information, if any, would you have liked to receive? [MR, DNRO]

1. No additional information desired (EXCLUSIVE)
1. Information about where to vote on election day
2. Information about how to enrol to vote or update enrolment details
3. Information about postal voting
4. Information about voting early
5. Information about polling place opening hours/closing times
6. Information about filling out ballot papers correctly
7. Information about candidates or parties
8. Information on iVote (Technology assisted voting)
9. Information on assistance for people with disabilities and their carers
10. Information in languages other than English
11. Other (SPECIFY)
12. Don't know

ASK ALL

### AWARENESS OF ELECTION

**D3** How would you expect to find out about the Local Government elections? [MR] [DNRO, PROMPT TO CLARIFY to separate out if through News, political party or NSW Electoral Commission]

OPEN ENDER\_ FREE TEXT

CODE FRAME

1. TV – NSW Electoral Commission advertising
2. TV- political parties ads
3. TV – news and current affairs content
4. Newspaper – NSW Electoral Commission advertising
5. Newspaper – political parties advertising
6. Newspaper – news and current affairs content
7. Radio – NSW Electoral Commission advertising
8. Radio – political parties advertising
9. Brochure/direct mail/flyer to home address sent by NSW Electoral Commission
10. SMS – from NSW Electoral Commission
11. Online – general advertising
12. Online – NSW Electoral Commission website
13. Email – direct to me from NSW Electoral Commission
14. Email – from a candidate or party
15. Social media – NSW Electoral Commission advertising
16. Social media – political parties advertising
17. Social media – content provided by the NSW Electoral Commission
18. Social media – other conversations and content
19. Outdoor advertising/poster- political party
20. Outdoor advertising/poster- NSW Electoral Commission
21. Friend/Family member/Neighbour
22. Political party letter/flyer/representative
23. Candidate posters display
24. Candidate posters displayed in shop windows/around my local area
25. Multicultural/community group
26. Other (**SPECIFY**)
27. Don't know

**ASK ALL**

**WEBSITE – SATISFACTION**

**D11** If you visited the NSW Electoral Commission website to get information about the recent elections, were you satisfied or dissatisfied with the website? **[SR, DNRO]**

**[IF SATISFIED/DISSATISFIED]** Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Didn't access the website
7. Don't know/can't comment/not applicable

**ASK ALL**

**CONFIDENCE IN ELECTION RESULTS**

**D15** Overall, how confident are you that the election results are accurate? **[SR, DNRO]**

**[IF CONFIDENT/NOT CONFIDENT]** Is that very or fairly confident/not very or not at all confident?

1. Not at all confident
2. Not very confident
3. Fairly confident
4. Very confident
5. Don't know

**SECTION E: FUTURE IMPROVEMENTS**

**INTRO** Just a few final questions

**ASK ALL**



### IMPORTANCE OF ELEMENTS

**F1** How important are the following to deliver a satisfactory voting service? [SR per row] [RANDOMISE, READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF IMPORTANCE]

	Extremely unimportant	Slightly unimportant	Neither important nor unimportant	Slightly important	Extremely important	Don't know/ Can't say DNRO
COVID safety measures in place e.g. physical distancing measures, QR codes, bring own pen, hand sanitiser	1	2	3	4	5	6
Assistance from polling place staff in a language other than English	1	2	3	4	5	6
iVote service- voting online or on the phone	1	2	3	4	5	6
Postal voting service	1	2	3	4	5	6
Online application process for postal voting	1	2	3	4	5	6
NSW Electoral Commission Website	1	2	3	4	5	6

ASK ALL

### EXPERIENCE IMPROVEMENTS

**F3** In your own words, how could the voting experience be better for you, and others that speak in [ARABIC / CANTONESE/ MANDARIN]? [OPEN VERBATIM]

## Appendix C: Voter Channel (iVote) Survey

### QUESTIONNAIRE

<b>PROJECT NAME:</b>	NSW Local Government elections
<b>CLIENT:</b>	NSW Electoral Commission
<b>SAMPLE DESCRIPTION:</b>	Sample: n=1000 interviews, + email n=2,597 (via online survey send out by NSW Electoral Commission) Methodology: CATI and online Length: <15 minutes
<b>DATE:</b>	DEC 2021
<b>SURVEY:</b>	iVote SURVEY 2021

Overview of questionnaire flow:

<b>SECTION:</b>	<b>AIM:</b>
SCREENER	<i>Ensure talking to the right people</i>
SECTION A	<i>Voting experience</i>
SECTION B	<i>Prior use of iVote</i>
SECTION C	<i>Satisfaction</i>
SECTION D	<i>Verification</i>
SECTION E	<i>Difficulties using iVote</i>
SECTION F	<i>Information and media</i>
SECTION G	<i>Political donations- DELETED</i>
SECTION H	<i>Future improvements</i>
DEMOGRAPHICS	<i>Demographics</i>

### Sample structure, quotas and programming notes:

- Study overview: The NSW Electoral Commission requires **robust** research with NSW **voters and candidates** to **evaluate NSW Electoral Commission's services** at the 2021 NSW Local Government elections and deliver actionable insights to **increase understanding, trust and future participation in democracy**. This core survey to get a representative view of the opinions of NSW Electors who have voted via iVote
- Sample size: n=1,000 NSW Electors who have voted via specific voting channel (iVote)
- Depending on the sample supplied, we will be able to split the sample randomly (to not bias the responses by methodology) so that we have enough sample to complete the CATI interviews and will email out to the other portion of the list. We will then email out to the remaining sample that were in the CATI portion after the conclusion of CATI fieldwork. This will allow faster completion of the fieldwork.
- An invitation will be sent to those who opt into the research and have registered to use iVote.
- The NSW Electoral Commission will send out the invitation to participate with the link to the survey to optimise the response rate.

## SECTION 5: SCREENERS

### ASK ALL

#### GENDER

**S3** What gender do you identify as? **[SR, DNRO]**

1. Male
2. Female
3. Non-binary/other/prefer not to say

### ASK ALL

#### ABORIGINAL OR TORRES STRAIT ISLANDER

**S4** Are you of Aboriginal or Torres Strait Islander origin? **[SR, DNRO]**

1. Yes, Aboriginal
2. Yes, Torres Strait Islander
3. Yes, both Aboriginal and Torres Strait Islander
4. No
5. Prefer not to say

### ASK ALL

#### LOTE

**S5** And do you speak another language other than English at home? **[SR, DNRO]**

1. Yes
2. No
3. Prefer not to say

### ASK ALL

#### ACCESSIBILITY CONDITIONS

**S6** Do you experience / have any of the following: **[MR, READ OUT]**

1. Blindness or low vision
2. Reading difficulties
3. Hearing impairment, including deafness **[DO NOT SHOW FOR CATI]**
4. Mobility restrictions
5. The use of a wheelchair
6. None of these
7. Prefer not to say

## SECTION A: VOTING EXPERIENCE

ASK ALL

### SATISFACTION - ELECTION FAIR AND IMPARTIAL

- A2** Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections fairly and impartially? **[SR] [READ OUT SCALE – EXCEPT CODE 6 DK]**
1. Very dissatisfied
  2. Fairly dissatisfied
  3. Neither satisfied nor dissatisfied
  4. Fairly satisfied
  5. Very satisfied
  6. Don't know/can't comment/not applicable **[DNRO]**

ASK ALL

### VOTE PARTICIPATION

- A1** Thinking now about the New South Wales Local Government elections that were held on Saturday, 4 December. Did you vote in this election, either by voting on election day or earlier? **[SR, DNRO]**
1. Yes, on election day
  2. Yes, before election day
  3. No, I did not vote

ASK IF A1 = 1,2 (VOTED)

### VOTING MECHANISM

- A3** Which of the following best describes how you voted? Did you vote...? **[SR] [PROMPT AS REQUIRED CODES 1-5]**
1. In person at a polling place **[IF A1=1:]** on the day **[IF A1=2:]** early voting
  2. By postal vote
  3. Online (using iVote)
  4. By telephone (using iVote operator assisted voting)
  5. In another way **(SPECIFY)**
  6. Don't Know **[DNRO]**

ASK IF A3 = 4 (iVote TELEPHONE)

### CHOICE OF iVote TELEPHONE

- A4a** Did you try to vote using iVote online before you used iVote operator assisted voting? **[SR, DNRO]**
1. Yes
  2. No
  3. Don't recall

ASK IF A3 = 3 (iVote ONLINE)

### CHOICE OF iVote INTERNET

- A4b** Did you try to vote using iVote operator assisted voting over the phone before you used iVote online voting? **[SR, DNRO]**
1. Yes
  2. No
  3. Don't recall

ASK IF A3 = 3,4 (iVote VOTER)

**MAIN REASON TO USE iVote**

**A5** What was the main reason you voted using iVote? [SR, DNRO]

**AWAY**

1. I was not in NSW on election day
2. I live more than 20km from a polling place

**BUSY**

3. I was working on election day and could not get to a polling place
4. Had other commitments
5. I was caring for a person and could not get to a polling place on election day

**EASIER**

6. It was easier and more convenient

**CONCERNS**

7. I am a silent elector
8. I wanted to avoid the election day queues/crowds/canvassers

**COVID**

9. I was concerned about COVID-19 risk of attending in person
10. I had COVID symptoms, was awaiting COVID test results, had to isolate

**DISABILITY/SICK**

11. I am blind or have low vision
12. I have a disability
13. I have a reading difficulty
14. I was ill, infirm, pregnant or in hospital

**POSTAL VOTE**

15. I didn't receive my postal vote pack in time so I registered for iVote
16. Other (SPECIFY)
17. Don't know [DNRO]
18. I'd rather not say

ASK IF DID NOT VOTE A1=3

**REASON FOR NOT VOTING**

**A6** What was the main reason you didn't vote in this election? [SR, DNRO]

**AWAY**

1. I was not in NSW on Election Day
2. I was more than 8km from a polling place on Election Day (but in NSW)

**BUSY**

3. I was working
4. I had other commitments
5. I was caring for a person
6. I was helping a relative/friend who could not vote

**CONCERNS**

7. I believe that attending a polling place would have placed my personal safety, or that of my family members, at risk (for reasons other than COVID-19)
8. I wanted to avoid the queues/crowds/canvassers

**COVID**

9. I was concerned about COVID-19 risk of attending in person
10. I had COVID symptoms, was awaiting COVID test results, had to isolate

### **DON'T CARE/KNOW**

11. I don't really care about the Election
12. I don't believe in the voting/political system
13. I forgot
14. I am not enrolled/moved from Electoral Area/District
15. I arrived at the polling place too late/ the polling place had closed
16. I did not know how to vote
17. I was not aware the election was on

### **DISABILITY/SICK**

18. I have a disability
19. I was ill, infirm or pregnant
20. I was hospitalised
21. I am blind or have low vision
22. I have a reading difficulty

### **RELIGION**

23. I have religious beliefs which prevent me from voting

### **iVOTE ISSUES**

24. Had issues with iVote
25. Other (please specify) \_\_\_\_\_
26. Don't know **[DNRO]**
27. I'd rather not say

ASK IF A1 = 3 OR A3 = 1,2,5,6 (DID NOT VOTE OR VOTED BUT DID NOT USE iVote)

### **ATTEMPTED USING iVote**

**A7** Did you attempt to use or register for iVote (either online or via telephone operator assisted voting) in the most recent Local Government elections held on 4<sup>th</sup> December? **[SR, DNRO]**

1. Yes
2. No
3. Don't recall

ASK IF A7 = 1 (ATTEMPTED TO USE iVote)

### **MAIN REASON DID NOT USE iVOTE**

**A8** For what reasons did you decide not to use iVote in the end? **[MR] [DO NOT READ OUT]**

### **CHANGED METHOD**

1. Decided not to vote at all
2. I changed my mind and used another voting method
3. Forgot and had to vote in person on the day
4. Just wanted to see what iVote was didn't really intend to use

### **TOO COMPLICATED**

5. I found the system too complicated

### **SYSTEM ISSUE**

6. Had technical issues or problems in registering with iVote
7. Had technical issues or problems in using iVote
8. The iVote website was down
9. I couldn't get through to the call centre/operator

### **CONCERNS**

10. Concerned about security and online approach
11. Concerned about my private details linked to vote
12. Other **(SPECIFY)**
13. No real reason
14. Don't know

ASK ALL

**TECHNICAL ISSUES EXPERIENCED**

**A9** Did you have any issues with the following parts of the iVote process? **[MR] [READ OUT 1-7]**

**OL: Please hover over the text if you need a definition**

0. **[CATI DNRO:] I did not** have any issues with the iVote process
  1. Application process
  2. Identification document verification process
  3. Receiving iVote number and password
  4. Resetting password
  5. Casting your vote
  6. Verifying your vote **[only show for those using online iVOTE, not phone] [CATI READ OUT IF UNSURE / OL HOVER OVER DEFINITION: Check your vote preferences were recorded as you intended]**
  7. Using the receipt check portal **[only show for those using online iVOTE, not phone] [CATI READ OUT IF UNSURE / OL HOVER OVER DEFINITION: Check your vote was receive/ recorded]**
  8. Can't recall **DNRO**

**SECTION B: PRIOR USE OF IVOTE**

DELETED

**SECTION C: SATISFACTION**

ASK ALL

**iVote OVERALL SATISFACTION**

**C1** Taking everything into account, were you satisfied or dissatisfied with the iVote service? **[SR] [DNRO]**

**[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?**

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF C1 =1 THRU 5

**REASON FOR OVERALL iVote EXPERIENCE SATISFACTION**

**C2** And why were you **[INSERT C1]**? **[OE]**

**RECORD VERBATIM, CODE FRAME BELOW**

1. It was easy/convenient/quick
2. It was more convenient than other methods
3. It meant I didn't have to go anywhere
4. It meant I was able to vote/avoid a fine
5. It's a better option for those voting outside of NSW
6. I was able to vote on a phone/tablet
7. It seemed secure
8. I received good assistance from support staff
9. I prefer to vote online
10. My details were incorrect when applying/voting
11. I did not receive my iVote number/ I have trouble receiving my iVote number
12. The process was difficult
13. I did not trust the iVote system

14. I had security concerns
15. I was unable to verify my iVote number
16. The system went down/I got an error
17. It took too long/slow
18. Other
19. Don't know

ASK ALL

**TRUST**

**C11** To what extent do you trust or distrust the iVote voting process? Would you say that you... **[SR] [READ OUT]**

1. Distrust it a great deal
2. Distrust it a little
3. Neither trust nor distrust it
4. Trust it a little
5. Trust it a great deal
6. Don't know **[DNRO]**

ASK IF A3 = 3,4 (Voted with iVOTE)

**IMPACT OF iVote**

**C4** If iVote was **not available**, would you have been able to **easily vote** in the election? **[SR, DNRO]**

1. Yes
2. No- I would have had difficulty voting
3. No- I wouldn't have been able to vote at all
4. Don't know

ASK ALL

**FUTURE USE OF iVote**

**C5** In the future, if the iVote service were available to you, would you be likely or unlikely to use it? **[SR] [PROMPT AS REQUIRED FOR SCALE]**

1. Very unlikely
2. Fairly unlikely
3. Neither likely nor unlikely
4. Fairly likely
5. Very likely
6. Don't know **[DNRO]**

INTRO: Thinking now about the iVote application process....

ASK ALL

**APPLICATION MECHANISM**

**C6** Did you apply for iVote via the call centre or online? **[SR, DNRO]**

1. Online
2. Call centre
3. Don't remember

ASK IF C6 = 1,2 (APPLIED FOR iVote)

**APPLICATION TIME**

**C7** Approximately how long did it take for you **to apply** to use iVote, excluding the time to cast your vote? **[SR] [PROMPT IF REQUIRED]**

1. 0-2 minutes
2. 3-5 minutes
3. 6-10 minutes
4. 11-15 minutes
5. 16-30 minutes
6. More than 30 minutes



7. Don't know [DNRO]

ASK IF C6 = 1,2 (APPLIED FOR iVote)

**APPLICATION TIME - SATISFACTION**

**C8** Were you satisfied or dissatisfied with the amount of time it took to **apply** to use iVote? [SR] [DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF A3 = 4,5 (iVote voted)

**VOTING PROCESS TIME - SATISFACTION**

**C10** Were you satisfied or dissatisfied with the amount of time it took to **cast a vote** using iVote, after your registration process was complete? [SR] [DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK ALL

**SECURITY**

**C12** Were you satisfied or dissatisfied with the security of the iVote process? [SR] [DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

**SECTION D: VERIFICATION**

ASK IF A3 = 3,4 (iVote voted)

**CONFIDENT VOTE COUNTED**

**D1** For the recent election, how confident are you that your vote was recorded accurately in the final vote count? [SR]  
[READ OUT SCALE IF REQUIRED]

1. Not at all confident
2. Not very confident
3. Fairly confident
4. Very confident
5. Don't know [DNRO]
6. I was unable to submit my vote using iVote

ASK IF A3 = 3 (iVote ONLINE)

**VERIFIED VOTE**

**D2** Did you verify your vote? [SR, DNRO]

[CATI READ OUT IF UNSURE / OL DISPLAY BELOW QUESTION: 'Verify your vote' refers to checking your vote preferences were recorded as you intended]

1. Yes
2. No
3. Don't know

ASK IF D2 =2,3 (DID NOT VERIFY)

**AWARE OF ABILITY TO VERIFY**

**D3** Were you aware that you could verify your vote? [SR, DNRO]

1. Yes
2. No
3. Don't know

ASK IF D2 =2 & D3 = 1 (DID NOT VERIFY BUT AWARE THEY COULD)

**MAIN REASON FOR NOT VERIFYING**

**D4** What is the main reason you did not verify? [SR, DNRO]

1. I trusted my vote was cast successfully so had no need to verify
2. I could not use the App on my phone
3. I tried to verify but could not get it to work for me
4. I could not be bothered
5. It's optional
6. I closed the screen with the QR code before I realised I would need it to verify
7. Did not have another device to verify on
8. Other (SPECIFY)
9. Don't know

ASK IF D2 =1 (VERIFIED)

**MAIN REASON FOR VERIFYING**

**D5** What is the main reason you verified your vote? [SR, DNRO]

1. I wanted to be confident that my vote was successful
2. I don't trust online voting
3. I heard that the iVote system was vulnerable to hacking
4. I don't trust the NSW Electoral Commission
5. I don't trust the NSW Government
6. Other (Please Specify)
7. Don't know

ASK IF D2 =1 (VERIFIED)

**DEVICE USED TO VERIFY**

**D7a** Which type of device did you use to verify? [SR, DNRO]

1. Smartphone
2. Tablet
3. Other (SPECIFY)
4. Can't recall

ASK IF D2 =1 (VERIFIED)

**VERIFICATION - SATISFACTION**

**D8** Were you satisfied or dissatisfied with the **verification process**? [SR] [DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF D2 = 1 OR D3 = 1 (VERIFIED OR AWARE COULD VERIFY)

**IMPROVEMENT TO VERIFICATION PROCESS**

**D11** How could we improve the iVote verification process? [OE]

**SECTION E: DIFFICULTIES USING IVOTE**

ASK ALL

**HELP SOUGHT**

**E1** Did you do any of the following ...? [MR] [READ OUT]

1. Seek assistance at any stage when you were using iVote
2. Use the self-service password reset, without operator assistance
3. Watch the iVote explainer video
4. None of these

ASK IF E1 = 1 (SOUGHT ASSISTANCE)

**SOUGHT ASSISTANCE ABOUT**

**E2** What did you seek assistance about? [MR] [DNRO]

1. Applying to use iVote
2. Receiving your iVote number (This is the eight-digit number you would have received by email, mail, phone or SMS)
3. Casting your vote
4. Verifying your vote
5. Using the verification App
6. The iVote website
7. Wanted to check security
8. Wanted to check that ballot paper had all options
9. Other (SPECIFY)
10. Don't know (EXCLUSIVE)

ASK IF E1 = 1 (SOUGHT ASSISTANCE)

**SOUGHT ASSISTANCE MECHANISM**

**E3** How did you seek assistance? [MR] [PROMPT IF REQUIRED]

1. Visited the FAQs page on the website
2. Called the call centre
3. Contacted NSW Electoral Commission through a form on the website
4. Contacted NSW Electoral Commission by email
5. Contacted NSW Electoral Commission by social media
6. Contacted NSW Electoral Commission by text message
7. Spoke to a friend, family member, colleague, neighbour or acquaintance
8. Other (SPECIFY)
9. I did not seek assistance (EXCLUSIVE)
10. Don't know (EXCLUSIVE)

ASK IF E1 = 1 (SOUGHT ASSISTANCE)

RECEIVED ASSISTANCE

E4 Did you receive the assistance you were seeking? [SR]

1. Yes
2. No
3. Don't know

ASK IF E1 = 1 (SOUGHT ASSISTANCE)

ASSISTANCE - SATISFACTION

E5 Were you satisfied or dissatisfied with the assistance you received? [SR] [DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF E5 = 1 THRU 5 (SOUGHT ASSISTANCE)

SATISFACTION WITH ASSISTANCE

E6 And why were you [INSERT E5]? [MR, DNRO]

1. I got the help I needed
2. It was easy and convenient
3. It was clear and understandable
4. It was not helpful
5. Other (please specify)
6. Don't know

ASK IF E1 = 2 (USED SELF ASSIST PASSWORD RESET)

AUTO PASSWORD RESET - SATISFACTION

E7 You said you used the **automatic password reset**, were you satisfied or dissatisfied with it? [SR] [DNRO]

[CATI-IF SATISFIED/DISSATISFIED] Is that very or fairly satisfied/dissatisfied?

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF S5 = 1 (LOTE)

LOTE REQUIREMENT

E8 Would you have wanted to use a language other than English to vote with iVote this election? [SR]

1. Yes
2. No
3. Don't know

## SECTION F: INFORMATION & MEDIA

ASK IF E1 = 3 (WATCHED EXPLAINER VIDEO)

### EXPLAINER VIDEO

**F4** You said previously you saw the iVote explainer video, was it helpful? **[SR]**

1. Yes
2. No
3. Don't know

ASK ALL

### HOW TO VOTE MATERIAL

**F8** Were you aware that electoral material produced by candidates, parties and political participants was available on the NSW Electoral Commission website? **[SR]**

1. Yes
2. No
3. Don't know

## SECTION H: FUTURE IMPROVEMENTS

INTRO Just a few final questions

ASK ALL

### IMPORTANCE OF ELEMENTS

**H1** How important are the following to deliver a satisfactory iVote service? **[SR per row] [RANDOMISE, READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF IMPORTANCE] [READ OUT]**

	Extremely unimportant	Slightly unimportant	Neither important nor unimportant	Slightly important	Extremely important	Don't know/ Can't say DNRO
A short length of time to apply to use iVote	1	2	3	4	5	6
A short time to cast your vote using iVote	1	2	3	4	5	6
The security of the iVote process						
The iVote Verification process	1	2	3	4	5	6
Assistance with iVote	1	2	3	4	5	6
Automatic password reset	1	2	3	4	5	6

ASK ALL

**INTEREST IN NEW IDEAS**

**H2** Which of the following are you interested in? [SR per row] [RANDOMISE, READ OUT EACH STATEMENT AND PROBE FOR LEVEL OF INTEREST]] [READ OUT]

	<b>Extremely disinterested</b>	<b>Slightly disinterested</b>	<b>Neither interested nor disinterested</b>	<b>Slightly interested</b>	<b>Extremely interested</b>	<b>Don't know/ Can't say DNRO</b>
Voting instructions available in languages other than English	1	2	3	4	5	6
Entire voting platform available in languages other than English	1	2	3	4	5	6
Using a phone keypad to vote remotely	1	2	3	4	5	6

## Appendix D: Candidate Survey

### QUESTIONNAIRE

<b>PROJECT NAME:</b>	NSW Local Government elections
<b>CLIENT:</b>	NSW Electoral Commission
<b>SAMPLE DESCRIPTION:</b>	Sample: n=314 surveys Methodology: online only Length: <15 minutes
<b>DATE:</b>	Dec 2021
<b>SURVEY:</b>	CANDIDATE AND RO SURVEY 2021

Overview of questionnaire flow:

<b>SECTION:</b>	<b>AIM:</b>
SECTION S	<i>Council details</i>
SECTION A	<i>Satisfaction, trust of process</i>
SECTION B	<i>Familiarisation with election processes and obligations</i>
SECTION C	<i>Registering and Nomination</i>
SECTION D	<i>Election period processes</i>
SECTION E	<i>Staff interactions</i>
SECTION F	<i>Counting votes</i>
SECTION G	<i>Additional topics</i>
SECTION H	<i>Future improvements</i>

### DEMOGRAPHICS

#### Sample structure, quotas and programming notes:

- Study overview: The NSW Electoral Commission requires **robust** research with NSW **voters and candidates** to **evaluate NSW Electoral Commission's services** at the 2021 NSW Local Government elections and deliver actionable insights to **increase understanding, trust and future participation in democracy**.
- Sample frame: NSW Electoral Commission email survey to political participants.

Survey emailed out by NSW Electoral Commission to:

- Candidates
- Registered Officers of local government political parties
- Sample size: n=314
- Quotas: No quotas, it is a client list- all qualify
- NSW Electoral Commission will send out the invitation to participate with the link to the survey to optimise the response rate. This maximises our sample size and will ensure adequate representation of all service

types.

## SECTION S: COUNCIL DETAILS- FROM LIST

### FROM SAMPLE-HIDDEN

**S0** Classification

1. Candidate
2. Registered Officer

#### NOMINATION POSITION

**S1** Which of the following did you nominate as, in the 2021 NSW Local Government elections? [SR]

1. Mayor
2. Councillor
3. Mayor and Councillor
4. Registered officer

#### COUNCIL REGION

**S3** Is the council in which you campaigned in a metropolitan or regional area? [SR]

1. Metropolitan area
2. Regional area
3. Both metropolitan and regional areas
4. Don't know

## SECTION A: SATISFACTION

### ASK ALL

#### SATISFACTION - ELECTION FAIR AND IMPARTIAL

**A1** Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the **NSW Local Government elections fairly and impartially?** [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

### ASK ALL

#### SATISFACTION – OVERALL EXPERIENCE

**A2** Taking everything into account, how satisfied or dissatisfied were you with your **overall experience** as [S0=1 FOR CANDIDATES a Candidate] [S0=2 FOR REGISTERED OFFICERS a Registered Officer] in the 2021 NSW Local Government elections? [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF A2=1-5 (GAVE SATISFACTION RATING)

#### REASON FOR OVERALL EXPERIENCE SATISFACTION



**A3** And why were you [INSERT A2]? [OE]

RECORD VERBATIM

ASK ALL

**LEVEL OF TRUST IN PROCESS**

**A4** To what extent do you **trust or distrust the election process** in the 2021 NSW Local Government elections? Would you say that you... [SR]

1. Distrust it a great deal
2. Distrust it a little
3. Neither trust nor distrust it
4. Trust it a little
5. Trust it a great deal
6. Don't know

**SECTION B: FAMILIARISATION WITH ELECTION PROCESSES & OBLIGATIONS**

ASK ALL

**SUFFICIENT INFORMATION ON RIGHTS**

**B1** Overall, did you receive **sufficient information to explain your rights and obligations** as [S0=1 FOR CANDIDATES a Candidate] [S0=2 FOR REGISTERED OFFICERS a Registered Officer]? [SR]

1. Yes
2. No
3. Don't know

ASK ALL

**INFORMATION ON WHERE TO GET HELP**

**B2** Overall, did you know where to get help if you needed it? [SR]

1. Yes
2. No
3. Don't know

ASK ALL

**RESOURCES USED - SATISFACTION**

**B4** Please rate your satisfaction or dissatisfaction with each of the following NSW Electoral Commission's information resources and services [SR per row] [RANDOMISE]

	Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied	Not applicable	Did not use
a) Candidate handbook	1	2	3	4	5	6	7
b) NSW Electoral Commission advertising	1	2	3	4	5	6	7
c) NSW Electoral Commission website	1	2	3	4	5	6	7

d) Freecall Phone Helpdesk (1300 022 011)	1	2	3	4	5	6	7
e) Election Bulletins	1	2	3	4	5	6	7

ASK IF B4a = 1,2

**REASON DISSATISFIED WITH CANDIDATE HANDBOOK**

**B5** You said you were dissatisfied with the NSW Electoral Commission’s Candidate handbook. Why is that? **[OE]**

ASK IF B4c = 1,2

**REASON DISSATISFIED WITH WEBSITE**

**B6** You said you were dissatisfied with the NSW Electoral Commission’s website. Why is that? **[OE]**

ASK IF B4b = 1,2

**REASON DISSATISFIED WITH ADVERTISING**

**B7** You said you were dissatisfied with the NSW Electoral Commission’s advertising. Why is that? **[OE]**

ASK IF B4f = 1,2

**REASON DISSATISFIED WITH CANDIDATE HELPDESK**

**B9** You said you were dissatisfied with the NSW Electoral Commission’s Telephone Helpdesk. Why is that? **[OE]**

ASK IF B4g = 1,2

**REASON DISSATISFIED WITH ELECTION BULLETINS**

**B13** You said you were dissatisfied with the Election Bulletins. Why is that? **[OE]**

ASK ALL (WEBINARS)

**WEBINAR USEFULNESS**

**B10** How useful or not useful did you find the **webinars** provided by the NSW Electoral Commission? **[SR]**

1. Not at all useful
2. Not very useful
3. Neither useful nor not useful
4. Fairly useful
5. Extremely useful
6. Don’t know/can’t comment/not applicable

ASK IF B10 = 1,2

**REASON WEBINARS NOT USEFUL**

**B10a** You said the webinars were not very/at all useful. Why is that? [OE]

ASK IF B10 = 1-5 (USED WEBINARS)

**B10b** How many webinars did you join?

1. None
2. One
3. Two
4. Three
5. Four or more
6. Don't know

ASK ALL (EDUCATIONAL VIDEOS)

**EDUCATIONAL VIDEO USEFULNESS**

**B11** How useful or not useful did you find the **videos** developed by the NSW Electoral Commission? [SR]

1. Not at all useful
2. Not very useful
3. Neither useful nor not useful
4. Fairly useful
5. Extremely useful
6. Don't know/can't comment/not applicable

ASK IF B11 = 1,2

**REASON VIDEOS NOT USEFUL**

**B11a** You said the videos were not very/at all useful. Why is that? [OE]

ASK IF B11=4/5 (FOUND VIDEOS USEFUL)

**WHICH TOPICS HELPFUL**

**B12** Which topics did you find useful? (MR)

1. New political donation rules
2. Registration of electoral material
3. Funding and disclosure
4. Other (please specify)
5. None of them (EXCLUSIVE)

**SECTION C: REGISTERING & NOMINATIONS**

**REGISTRATION**

**INTRO:** The next section is about the **registration process**.

All candidates and groups of candidates must register with the NSW Electoral Commission before accepting political donations or making payments for electoral expenditure.

**Registration** is a separate process to being nominated as a candidate.

- **Registration** allows a candidate or group to accept donations and incur electoral expenditure.
- **Nomination** means your name will be included on the **ballot paper** for election.

SKIP C1-C8 IF REGISTERED OFFICER (REFERENCE IN EXCEL FOR CANDIDATE INFO)

ASK CANDIDATES WHO REGISTERED

**REGISTRATION PROCESS - SATISFACTION**

**C1** Overall, how satisfied or dissatisfied were you with the **process of registering** as a candidate or group of candidates with the NSW Electoral Commission? [SR]

1. Very dissatisfied

2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment
7. Did not apply to be registered

#### ASK CANDIDATES WHO REGISTERED

##### PROMPTNESS OF PROCESSING REGISTRATION

- C4** Do you think the NSW Electoral Commission was prompt at processing your application for registration and notifying you that you were registered? **[SR]**
1. Yes
  2. No
  3. Unsure

#### ASK CANDIDATES WHO REGISTERED

##### RESOURCES USED FOR REGISTERING

- C2** Which of the following sources of information, if any, did you use to help you with the process of registering as a candidate or group? **[MR] [RANDOMISE, FIX CODE 0 AND 9 BOTTOM OF LIST]**
1. I did not use any information (**EXCLUSIVE**)
  2. NSW Electoral Commission website
  3. Phone line/Helpdesk
  4. Returning Officer
  5. Webinars
  6. Candidate handbook
  7. Help functions and tips built into the online systems
  8. Other candidates or a political party
  9. Election Bulletins
  10. Other

#### ASK IF C2 = 2 (USED PHONE ENQUIRY)

##### PHONE LINE – RECEIVED INFO

- C3** Did you get the information you required on the phone line/helpdesk? **[SR]**
1. Yes
  2. No
  3. Unsure

#### HIDDEN

##### USE OF ONLINE REGISTERING (FROM SAMPLE LIST)

- C5** Did you use the Funding and Disclosure Online system to register? **[SR]**
1. Online registration
  2. Manual registration
  6. Not registered

#### ASK IF C5 = 2 (REGISTERED MANUALLY)

##### REGISTRATION MECHANISM CHOICE

- C6** Records show that you used paper-based form to register and not the online registration service. Why is that?

ASK IF C5 = 1 (USED FUNDING AND DISCLOSURE ONLINE SYSTEM)

ONLINE REGISTRATION - SATISFACTION

C7 How satisfied or dissatisfied were you with the ease of using Funding and Disclosure Online? [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF C7 = 1,2 (NOT SATISFIED WITH FUNDING AND DISCLOSURE ONLINE)

ONLINE REGISTRATION - DISSATISFACTION

C8 Why were you dissatisfied with the online registration process? [OE]

ASK ALL

INFORMATION PROVIDED ABOUT DISCLOSURE RESPONSIBILITIES

C9a Electoral funding and disclosure legislation changed since the last Local Government elections.

Leaving aside your views of the changes, do you think the NSW Electoral Commission provided enough information about your electoral funding and disclosure responsibilities? [SR]

1. Yes
2. No
3. Unsure

ASK CANDIDATES WHO NOMINATED

NOMINATIONS

INTRO: All candidates and groups of candidates must complete their nomination to have their name included on the ballot paper.

The **nominations process is separate to being registered** as a candidate or group for an election. Your nomination would have been done through Nominations Online Management System or in person.

ASK CANDIDATES WHO NOMINATED

NOMINATION PROCESS - SATISFACTION

C12 Overall, how **satisfied or dissatisfied** were you with the **nominations process**? [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK CANDIDATES WHO NOMINATED

PROMPTNESS OF PROCESSING NOMINATION

C14 Do you think the NSW Electoral Commission was **prompt at processing your nomination**? [SR]

1. Yes
2. No
3. Unsure

## ASK CANDIDATES WHO NOMINATED

### RESOURCES USED FOR NOMINATION

**C15** Which of the following sources of information, if any, did you use to help you with the **process of nominating** as a candidate or group? [MR] [RANDOMISE]

0. I did not use any information (EXCLUSIVE)
1. NSW Electoral Commission website
2. Phone line/Helpdesk
3. Returning Officer
4. Webinars
5. Candidate handbook
6. Help functions and tips built into the online systems
7. Other candidates or a political party
8. Election bulletins
9. Other (SPECIFY)

ASK IF C15 = 2 (USED PHONE ENQUIRY)

### PHONE LINE – RECEIVED INFO

**C16** Did you get the information you required on the phone line/helpdesk? [SR]

1. Yes
2. No
3. Unsure

HIDDEN

### USE OF ONLINE NOMINATION

**C17** FILLED FROM LIST (FROM SAMPLE LIST)

1. Online nomination
2. In person nomination
6. NOT nominated

ASK IF C17=2 (NOMINATED IN PERSON)

### NOMINATION MECHANISM CHOICE

**C18** Records show that you nominated in person rather than use the online system. Why is that? [OE]

*By "in person" we mean you handed in the form and paid your nomination fee in person*

ASK IF C17 = 1 (USED ONLINE NOMINATION SYSTEM)

### ONLINE NOMINATION - SATISFACTION

**C19** How satisfied or dissatisfied were you with the ease of using the online nomination process? [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF C19 = 1,2

### REASON DISSATISFIED WITH ONLINE NOMINATION

**C19b** Why were you dissatisfied with the online nomination process? [OE]

## SECTION D: ELECTION PERIOD PROCESSES

**INTRO:** The next series of questions ask you about various elements of managing your campaign during the lead up to the election.

ASK ALL

### EASE TO COMPLY WITH FINANCE REQUIREMENTS

**D2** Did you find it **easy or difficult** to understand and comply with the laws related to managing campaign finances? [SR]

1. Very difficult
2. Fairly difficult
3. Neither difficult nor easy
4. Fairly easy
5. Very easy
6. Don't know/can't comment/not applicable

ASK IF D2 = 1,2

### REASON DIFFICULT TO COMPLY WITH FINANCE REQUIREMENTS

**D2b** You said it was difficult to understand or comply with laws related to managing campaign finances. Why is that? [OE]

ASK ALL

### WEBSITE INFO FOR POLITICAL DONATIONS

**D3** Do you know that political donations and electoral expenditure disclosed are **published on the NSW Electoral Commission's website**? [SR]

1. Yes
2. No
3. Unsure

ASK ALL

### REGISTER ELECTORAL MATERIALS

**D5** Now thinking about electoral material or How to Vote materials.

Did you personally register How to Vote materials for yourself or your party? [SR]

1. Yes
2. No
3. Unsure
4. Did not use how to vote materials

ASK IF D5 = 1 (REGISTERED MATERIALS)

### REGISTER ELECTORAL MATERIALS - SATISFACTION

**D6** How satisfied or dissatisfied were you with the **registration process for How to Vote materials**? [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF D6 = 1,2

### REASON DISSATISFIED WITH HOW TO VOTE REGISTRATION PROCESS

**D6b** You said you were dissatisfied with the NSW Electoral Commission's **registration process for How to Vote materials**. Why is that? [OE]

ASK IF D5 = 1 (ONLINE REGISTRATION OF MATERIALS)

### ONLINE REGISTER MATERIALS – TURN AROUND TIME

**D9** Was the turnaround time acceptable for registering materials online? **[SR]**

1. Yes
2. No
3. Unsure

## SECTION E: STAFF INTERACTIONS

**INTRO:** Now thinking about your interactions with the NSW Electoral Commission...

**ASK ALL**

### STAFF INTERACTION - SATISFACTION

**E1** Overall how satisfied or dissatisfied were you with the **assistance provided by NSW Electoral Commission's head office staff** in the lead up to the election? **[SR]**

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

**ASK IF E1 = 1-5**

### REASON FOR STAFF INTERACTION SATISFACTION

**E2** And why were you **[INSERT E1]**? **[OE]**

**RECORD VERBATIM**

**ASK IF CANDIDATE**

### RETURNING OFFICER INTERACTION - SATISFACTION

**E3** And overall how satisfied or dissatisfied were you with the **Returning Officer** with whom you had contact? **[SR]**

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

**ASK IF E3 = 1-5**

### REASON FOR RETURNING OFFICER INTERACTION - SATISFACTION

**E4** And why were you **[INSERT E3]**? **[OE]**

**RECORD VERBATIM**



ASK IF S0=1 (CANDIDATE)

RETURNING OFFICER INTERACTION – SATISFACTION BREAKDOWN

E5 And please rate your satisfaction or dissatisfaction with the Returning Officer in terms of each of the below? [SR per row] [RANDOMISE]

	Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied	Don't know
Provision of relevant information	1	2	3	4	5	6
Nomination process	1	2	3	4	5	6
Conduct of draw for ballot paper position	1	2	3	4	5	6
Assisting with your enquiries	1	2	3	4	5	6
Providing information on count procedures	1	2	3	4	5	6
Keeping you informed on progress of the count	1	2	3	4	5	6

ASK ALL

CONTACT HELPDESK

E6 Did you call the helpdesk? [SR]

1. Yes
2. No
3. Unsure

ASK IF E6 = 1 (USED HELPDESK)

CONTACT HELPDESK

E7 Did you get the information you required? [SR]

1. Yes
2. No
3. Unsure

ASK IF S0=1 (CANDIDATE)

RECEIVED EXTERNAL CANDIDATE SUPPORT

E8 Did you receive any information through candidate sessions held by councils or outside of the NSW Electoral Commission? [SR]

1. Yes
2. No
3. Unsure

## SECTION F: COUNTING OF VOTES

ASK ALL

### PROVISION OF RESULTS - SATISFACTION

- F1** Overall, how satisfied or dissatisfied are you with the NSW Electoral Commission's **provision of information about how votes are counted?** [SR]
1. Very dissatisfied
  2. Fairly dissatisfied
  3. Neither satisfied nor dissatisfied
  4. Fairly satisfied
  5. Very satisfied
  6. Don't know/can't comment/not applicable

## SECTION G: ADDITIONAL TOPICS

ASK ALL

### COMPLAINTS

- G1** Did you make a complaint in relation to **the NSW Electoral Commission's service provision** in the most recent Local Government election? [SR]
1. Yes – to the NSW Electoral Commission
  2. Yes – to the returning officer
  3. No
  4. Unsure

ASK IF G1 = 1,2 (MADE COMPLAINT)

### COMPLAINT - SATISFACTION

- G3** Were you satisfied or dissatisfied with the process **of the complaint?** [SR]
1. Very dissatisfied
  2. Fairly dissatisfied
  3. Neither satisfied nor dissatisfied
  4. Fairly satisfied
  5. Very satisfied
  6. Don't know/can't comment/not applicable

ASK IF G3 = 1,2

### REASON DISSATISFIED WITH COMPLAINT PROCESS

- G3b** You said you were dissatisfied with the process **of the complaint**. Why is that? [OE]

INTRO: Now thinking about COVID-19

ASK ALL

### COVID INFORMATION

- G4** Did NSW Electoral Commission give you sufficient information about the COVID-safe procedures to be implemented for the elections? [SR]
1. Yes
  2. No
  3. Don't know/can't comment/not applicable

ASK ALL

COVID - SATISFACTION

G5 Overall, were you satisfied or dissatisfied with the COVID safety measures in place during this election? [SR]

1. Very dissatisfied
2. Fairly dissatisfied
3. Neither satisfied nor dissatisfied
4. Fairly satisfied
5. Very satisfied
6. Don't know/can't comment/not applicable

ASK IF G5 = 1,2

REASON DISSATISFIED WITH COVID SAFETY MEASURES

G5b You said you were dissatisfied with the COVID safety measures in place during this election. Why is that? [OE]

SECTION H: FUTURE IMPROVEMENTS

INTRO Just a few final questions to further improve

ASK ALL

IMPORTANCE OF ELEMENTS

H1 How important are the following to deliver a satisfactory election service? [SR per row] [RANDOMISE]

	Extremely unimportant	Slightly unimportant	Neither important nor unimportant	Slightly important	Extremely important	Don't know/ Can't say /NA
NSW Electoral Commission's election information resources and service	1	2	3	4	5	6
Process of registering as a candidate	1	2	3	4	5	6
Ease of using Funding and Disclosure Online	1	2	3	4	5	6
Nominations process	1	2	3	4	5	6
Ease of using the Nominations Online Management System	1	2	3	4	5	6
Registration process for How to Vote materials	1	2	3	4	5	6
Assistance provided by NSW Electoral Commission's head office staff	1	2	3	4	5	6
Assistance provided by the Returning officer	1	2	3	4	5	6
Provision of the results of the elections	1	2	3	4	5	6

Electoral results on NSW Electoral Commission website	1	2	3	4	5	6
Complaint process on NSW Electoral Commission service provision	1	2	3	4	5	6
COVID measures during this election	1	2	3	4	5	6

ASK ALL

**INTEREST IN NEW IDEAS**

**H2** Assuming you run for election again, would you be interested in using **online systems** for the following? **[SR per row]**

[RANDOMISE]	Extremely disinterested	Slightly disinterested	Neither interested nor disinterested	Slightly interested	Extremely interested	Don't know/ Can't say
Registering for electoral funding purposes	1	2	3	4	5	6
Nomination	1	2	3	4	5	6
Registration of electoral materials (how to vote)	1	2	3	4	5	6

ASK ALL

**ONLINE FACTORS IMPORTANT**

**H3** When considering online systems and services offered by the NSW Electoral Commission, how important are the following elements **[SR per row]**

RANDOMISE	Extremely unimportant	Slightly unimportant	Neither important nor unimportant	Slightly important	Extremely important	Don't know/ Can't say
A single integrated system to do all online activity with a single log on	1	2	3	4	5	6
Ability to see progress of forms lodged	1	2	3	4	5	6

## SECTION I: DEMOGRAPHICS

**INTRO** And lastly a few demographic questions about you.

**ASK ALL**

### GENDER

**I1** What gender do you identify as? **[SR]**

1. Male
2. Female
3. Other / prefer not to say

**ASK ALL**

### AGE

**I2** Please indicate your age bracket? **[SR]**

1. 18-20
2. 21-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75-84
9. 85-94
10. 95+
11. I'd rather not say

**ASK ALL**

### ABORIGINAL OR TORRES STRAIT ISLANDER

**I3** Are you of Aboriginal or Torres Strait Islander origin? **[SR]**

1. Yes, Aboriginal
2. Yes, Torres Strait Islander
3. Yes, both Aboriginal and Torres Strait Islander
4. No
5. Prefer not to say

**ASK ALL**

### LOTE

**I4** And do you speak another language other than English at home? **[SR]**

1. Yes
2. No
3. Prefer not to say

**ASK IF I4 = 1**

### LOTE

**I5** What other languages are spoken in your household? **[SR]**

1. Arabic
2. Assyrian
3. Bosnian
4. Burmese
5. Cantonese
6. Creole
7. Croatian
8. Dari
9. Farsi

10. Dinka
11. Dutch
12. German
13. Greek
14. Hindi
15. Hungarian
16. Indonesian
17. Italian
18. Japanese
19. Korean
20. Khmer
21. Lao
22. Macedonian
23. Mandarin
24. Maltese
25. Persian
26. Polish
27. Portuguese
28. Russian
29. Serbian
30. Spanish
31. Sudanese
32. Tagalog
33. Tamil
34. Thai
35. Torres Strait Islander
36. Turkish
37. Vietnamese
38. Other –

#### ASK ALL

##### ACCESSIBILITY CONDITIONS

- 16 Do you experience / have any of the following: [MR]
1. Blindness or low vision
  2. Reading difficulties
  3. Hearing impairment, including deafness
  4. Mobility restrictions
  5. The use of a wheelchair
  6. None of these
  7. Don't know

## Appendix E: Online Community Approach

### DISCUSSION GUIDE

<b>PROJECT NAME:</b>	NSW Local Government elections
<b>CLIENT:</b>	NSW Electoral Commission
<b>DATE:</b>	DECEMBER, 2021

### Overview of activities over the 3 days:

ACTIVITY:	AIM:	TIMING:
1. WELCOME AND INTRODUCTION	<ul style="list-style-type: none"><li>Welcome and introduction to the study</li></ul>	2 mins
2. GETTING TO KNOW YOU	<ul style="list-style-type: none"><li>Build rapport &amp; get to know our participants</li></ul>	5 mins
3. YOUR VOTING EXPERIENCE	<ul style="list-style-type: none"><li>Explore experiences voting, steps taken, differences due to COVID-19 and preferred channels</li></ul>	15 mins
4. RATING YOUR EXPERIENCE	<ul style="list-style-type: none"><li>Measure satisfaction, level of trust, and ease and explore reasons why</li></ul>	20 mins
5. DIFFERENT WAYS TO VOTE	<ul style="list-style-type: none"><li>Deep dive into voting channels, which are used and not used</li></ul>	20 mins
6. ACCESSING INFORMATION	<ul style="list-style-type: none"><li>Touch on awareness, popular information channels, and explore website usage and helpfulness</li></ul>	15 mins
7. WRAPPING UP	<ul style="list-style-type: none"><li>Insight into recommendations, wrap up and thank you</li></ul>	15 mins
TOTAL		90 mins

### PRE-TASK: PRIVACY CONSENT (DAY 1)

5 MINS

- Aim: Collecting consent

### ALL RESPONDENTS TO AGREE WITH THE FOLLOWING PRIVACY STATEMENT:

Before we begin, we'd like to remind you of the use of information collected during this research.

I, the person named below:

- Understand the information collected during this research will be used for social and market research purposes and consent to it being recorded (including by audio, video, photos, transcription) for use and viewing by the commissioned social and market research agency and the clients (including its relevant stakeholders) who have commissioned the research.
- Understand that I may contact a FiftyFive5 staff member if I wish to amend, view or delete any information collected during this research.
- Acknowledge that I may be shown confidential information
- Acknowledge that I will receive compensation for time and expenses incurred by me as previously arranged. I agree that I will not seek compensation beyond that already agreed.

Prompt: [I acknowledge the above]

Aim: Welcome and introduction to the study

Hello and welcome!

Thank you for joining us in this research – we’re looking forward to meeting you all (online).

#### So... What’s this about?

Let’s start by telling you a bit more about this research ... we’ll be talking about voting at Local Government elections, and how we could improve the experience of voting.

At the end of these 3 days, we want to be able to give the client clear guidance on **what works** and **what could be improved**. Your honest feedback and opinions will help us make a difference.

A couple things about this subject:

- It’s important to mention we’re talking about **NSW Local Government elections**; not Federal elections. This is the election that happened on 4<sup>th</sup> December (with voting available from the 22nd November).
- Another thing to note is that we don’t want to know who you voted for. We just **want to hear about your experience** of the process and how it could be improved.

#### More importantly ... What do I have to do?

Each day we’ll post activities for you to complete. Your job is to:

- Sign into the [Recollective](#) website each day
- Check you’ve completed the activities for that day – It’s important to keep up with them, so you don’t leave it all to the last day, and it gives us time to ask the right questions
- Answer any questions from our moderators Jess and Stephanie - This is important because our moderator’s job is to make sure we’ve understood your answers correctly
- Give as much detail as possible (no one word answers please)

#### What if I have difficulties on the website or with the tasks?

- If you have technical difficulties, you can contact [helpdesk@recollective.com](mailto:helpdesk@recollective.com)
- If you’re worried about answering questions on time, or have questions about the activities or tasks, you can reach out to your moderator on the home page or reach out to [StephanieG@fiftyfive5.com](mailto:StephanieG@fiftyfive5.com) or [jessicai@fiftyfive5.com](mailto:jessicai@fiftyfive5.com)

So ... when you’re ready to get started, click the below button

*Prompt: [Yes, let’s get started!]*



## ACTIVITY 2: GETTING TO KNOW YOU (DAY 1)

5 MINS

Aim: Build rapport & get to know our participants

### Task 1: A little about you

[SHOWN TO ALL SEGMENTS]

Welcome! We'd like to know who we're talking to, so let's start by introducing yourself...

- Tell us a bit about yourself... What is your preferred name?
- Speaking generally, whereabouts do you live and what do you love about it?

### Task 2: Your day-to-day life

[SHOWN TO ALL SEGMENTS]

For this question please feel free to share as much, or as little, as you are comfortable with.

- In a sentence or two, how would you describe your disability or impairment to someone who knows very little about it? (for example, hearing impairment, deafness, mobility restrictions, vision impairment etc.)
- How do you navigate day-to-day life, living with an impairment or disability?
  - Please give any examples you have, if there are any activities in the day you may do differently

## ACTIVITY 3: YOUR VOTING EXPERIENCE (DAY 1)

15 MINS

Aim: Explore experiences voting, steps taken, differences due to COVID-19 and preferred channels

### Task 1: Overall voting experience

[SHOWN TO ALL SEGMENTS]

For these tasks we're interested to hear **your personal experience** voting.

For this task, you can choose to either record a short video or write your answers. Imagine you're **writing or speaking to a close friend, telling them about your experience voting** at the recent local council election.

- Imagine you're telling a friend about the overall experience. How would you describe it?
- What method of voting did you use and why did you choose that method? (In person voting – on election day, in person voting – pre-polling, iVote/ online voting, iVote/ telephone operator assisted voting, postal voting)
- What impact, if at all, did your disability or impairment have on your choice of method of voting?
- In your opinion, what worked well? What could be improved?

[OPTION GIVEN TO WRITE ANSWER OR UPLOAD VIDEO]

### Task 2: iVote – online or telephone operator assisted voting

[ONLY SHOWN TO IVOTE SEGMENTS]

- How did you find out about iVote?
- Did you get assistance from a friend, family member or support person/carer?
- Did you use any assisted technologies to vote? (Screen reader, magnifier, voice control etc.)
- Did you need to adjust your assisted technology to use iVote? Did you need help?

### Task 3: In-person voting – on the day or pre-polling

[ONLY SHOWN TO PRE-POLL OR IN-PERSON SEGMENTS]

- How did you find out where to vote?
- Did get assistance from a friend, family member or support person/carer?
- How did you get there? If you required any support, who provided it? (Please mention any support required such as transport, wheelchair access, if applicable to you)
- Were you comfortable with the COVID measures in place?

### Task 4: Postal voting

[ONLY SHOWN TO POSTAL VOTING SEGMENT]

- How did you find out about postal voting?
- Did you apply for a postal vote this election only, or are you generally a postal voter?
- Did you need help? Did get assistance from a friend, family member or support person/carer?
- Were the instructions easy to understand?
- Did the postal pack arrive in time to complete it and send it back?

## ACTIVITY 4: RATING YOUR EXPERIENCE (DAY 2)

20 MINS

Aim: Measure satisfaction, level of trust, and ease and explore reasons why

In this activity we're going to ask you some more questions about your experience voting at the recent Local Government election.

### Task 1: Satisfaction – Overall voting experience

[SHOWN TO ALL SEGMENTS]

Thinking overall, how **satisfied or dissatisfied** were you with your voting experience? Select below:

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very satisfied

Tell us a bit about why you chose this rating ... Please give as much detail as possible about why you chose this rating, such as what happened in all the steps of the process. No detail is too small!

### Task 2: Ease of voting

[SHOWN TO ALL SEGMENTS]

Overall, did you find it **easy or difficult to vote** in this election? Select below:

- Very difficult
- Fairly difficult
- Neither easy nor difficult
- Fairly easy
- Very easy

### Task 3: Assistance

[SHOWN TO ALL SEGMENTS]

Did you receive any of the following **assistance from election staff or the NSW Electoral Commission?**

- Assistance to understand the process
- Assistance on a language other than English
- Assistance to understand how to vote
- Assistance on how to use iVote specifically
- Assistance ringing the call centre
- Assistance visiting the NSW Electoral Commission website
- Any other type of assistance (please specify)
- No assistance required

Tell us a bit about the assistance you received, if any...

Overall, if you received assistance, were you satisfied or dissatisfied **with this assistance?**

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very satisfied
- Non applicable (please say why)

Tell us a bit about why you chose this rating...

### Task 4: Covid safe

[ONLY SHOWN TO IN PERSON VOTERS INCLUDING PRE-POLL]

How satisfied or dissatisfied were you with the **COVID-19 safety measures** in place at your polling place e.g. physical distancing measures, QR codes, bring own pen, hand sanitizer etc.?

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very satisfied
- Non applicable (please say why)

Tell us a bit about why you chose this rating ...

### Task 5: Ease of iVote

[ONLY SHOWN IVOTE SEGMENTS TELEPHONE & ONLINE]

Overall, did you find it easy or difficult to vote using **iVote?** (online or telephone voting)

- Did not use iVote
- Very difficult
- Fairly difficult
- Neither easy nor difficult
- Fairly easy
- Very easy
- Don't know/can't comment/not applicable

Tell us a bit about why you chose this rating ...

### Task 6: Ease of postal vote

[ONLY SHOWN TO POSTAL VOTING SEGMENT]

Overall, did you find it easy or difficult to vote using **postal voting**?

- Did not use iVote
- Very difficult
- Fairly difficult
- Neither easy nor difficult
- Fairly easy
- Very easy
- Don't know/can't comment/not applicable

Tell us a bit about why you chose this rating ...

### ACTIVITY 5: DIFFERENT WAYS TO VOTE (DAY 2)

15 MINS

Aim: Deep dive into voting channels, which are used and not used

### Task 1: Fair and impartial elections

Overall, how satisfied or dissatisfied are you that the Local Government elections were conducted **fairly and impartially**? Select below:

- Very dissatisfied
- Fairly dissatisfied
- Neither satisfied nor dissatisfied
- Fairly satisfied
- Very satisfied

Tell us ...

- Why did you choose this rating? What factors influenced your rating?
- To you personally, is it important to you that the process feels fair and impartial? Why/ why not?

### Task 2: Level of trust

To what extent do you **trust or distrust** the voting process? Would you say that you...

- Distrust it a great deal
- Distrust it a little
- Neither trust nor distrust it
- Trust it a little
- Trust it a great deal

Tell us ...

- Why did you choose this rating? What factors influenced your rating?
- What does trust mean to you, generally and in the context of elections?

### Task 3: Different ways to vote

In this task we're going to explore the different ways to vote, and how you think and feel about each of them. Currently there are many ways a person can vote in an election. Here is a brief description of each:

#### In person voting – on election day

*An elector votes in person on election day at a voting centre*

### **In person voting – pre-polling**

*An elector votes in person at an early voting centre (also called pre-poll)*

### **iVote – online voting**

*The iVote voting system allows eligible voters to cast their vote online*

### **iVote – telephone operator assisted voting**

*The iVote voting system allows eligible voters to cast their vote over the telephone (with the assistance of an operator)*

### **Postal voting**

*People can apply to vote by post for a single election or apply to register as a general postal voter for every election.*

*A general postal voter is an eligible person who has pre-registered to automatically receive their ballot papers in the mail after an election has been announced*

[REPEAT BELOW FOR EACH]

Tell us ...

- What do you know about this way of voting?
- Have you done it before? If so, what was the experience like? [DO NOT SHOW FOR IVOTE]
- Describe what you think the key benefits of this way are
- Describe any concerns/watch outs for you
- Do you trust this method of voting? Why/ why not?

### **Task 4: Easiest ways to vote**

You have been given 5 cards to sort:

- In person voting – on election day
- In person voting – pre-polling
- iVote/ online voting
- iVote/ telephone operator assisted voting
- Postal voting

Please sort them in order from **Easiest** to **Hardest** method of voting.

*You can reorder cards by dragging them up and down or selecting "Move Up" / "Move Down" from card's menu.*

Tell us a bit about why:

- Tell us about your choice for "Easiest." Why is it easier, in your opinion?
- Tell us about your "Hardest." Why is it more difficult, in your opinion?

### **Task 5: Most trustworthy ways to vote**

You have been given 5 cards to sort:

- In person voting – on election day
- In person voting – pre-polling
- iVote/ online voting

- iVote/ telephone operator assisted voting
- Postal voting

Please sort them in order from **Most trustworthy to Least trustworthy** method of voting.

*You can reorder cards by dragging them up and down or selecting "Move Up" / "Move Down" from card's menu.*

- Tell us about your choice for "Most trustworthy." Why is it better, in your opinion?
- Tell us about your "Least trustworthy" Why is it not as trustworthy, in your opinion?

### ACTIVITY 6: ACCESSING INFORMATION (DAY 3)

10 MINS

Aim: Touch on awareness, popular information channels, and explore website usage and helpfulness

#### Task 1: Finding information

- How did you become aware of the Local Government elections, and where to vote?
- Which channels (e.g. social media, TV, radio, newspapers, magazines, news platforms, websites, post/mail, email, podcasts) are you getting the information from?
- If applicable to you, did you know **where to look for information** to accommodate your needs or access support for the local council elections?
- In your opinion, when and where would be the best place for this information to be available?

#### Task 2: Using the website

For this task we'd like to explore [this website](#), then come back and answer the following questions:

- In a sentence or two, how would you **describe this website to a friend**, if they needed to find information about voting in Local Government elections?
- Have you seen, used or heard of this website before?
  - If you've used it before, what information were you looking for? Were you successful in finding it?
- How helpful would you rate this website?
  - Very helpful
  - Fairly helpful
  - Neither helpful nor unhelpful
  - Fairly helpful
  - Very helpful

Please describe why:

### ACTIVITY 7: WRAPPING UP (DAY 3)

10 MINS

Aim: Insight into recommendations, wrap up and thank you

Well done, you've made it to the last activity! To wrap up, we'd like to hear a summary of your thoughts, and how we could help improve your voting experience.

#### Task 1: Future improvements

For this final task you have two options: you can either write a pretend letter or upload a short video. Please choose whichever you feel more comfortable with.

[OPTION GIVEN TO WRITE ANSWER OR UPLOAD VIDEO]

Simply put, we want to hear your advice on how to make the voting process better for yourself and others like you, **as if you are addressing the Electoral Commissioner** (they are responsible for running Local Government elections in NSW).

- What's the **biggest barrier** to you feeling satisfied from your voting experience?
- What would help, **what could be improved**?
- What's **one thing you'd like the Electoral Commissioner to know** (about what we've been discussing)?

*If you have chosen to do a video, we've got a couple of tips for you:*

- *Make sure we can see your face clearly*
- *Find a quiet space and speak loudly so we can hear you!*
- *Take the videos in landscape (horizontal) mode, not portrait... we've got an example below*
- *Keep the video short – no longer than 1 minute!*

## **Task 2: Thank you**

And that's it. Thank you so much for your time and contributions – we hope you've enjoyed it!

We'll be in touch if we have any final questions – so check back in over the next couple of days.

Incentives will be processed in the week after the online community closes, if you haven't received it by this point, please reach out to your recruiter.

If you have any final thoughts or comments about what we've discussed over the last couple days, please share them here!

## Appendix F: Qualitative Interview Discussion Guide (Disability)

### DISCUSSION GUIDE

<b>PROJECT NAME:</b>	2021 NSW Local Government elections
<b>CLIENT:</b>	NSW Electoral Commission
<b>DATE:</b>	DECEMBER 2021

#### *Broad overview of qualitative research:*

The NSW Electoral Commission requires **robust** research with NSW **voters and candidates** to **evaluate NSW Electoral Commission's services** at the 2021 NSW Local Government elections and deliver actionable insights to **increase understanding, trust and future participation in democracy**. This qualitative research is to get a representative sample of voters with disabilities in NSW.

#### *Telephone interviews with n=5 NSW electors with:*

- Blindness
- Reading difficulties

#### **Overview of session flow:**

<b>SECTION:</b>	<b>AIM:</b>	<b>TIMING:</b>
1. INTRODUCTION	<ul style="list-style-type: none"> <li>• To engage the participant and inform them about the market research process and purpose, learn a bit about them and their situation</li> </ul>	<b>3 mins</b>
2. VOTING EXPERIENCE	<ul style="list-style-type: none"> <li>• About them and their election experience – voting method and steps they went through.</li> </ul>	<b>10 mins</b>
3. SATISFACTION AND TRUST	<ul style="list-style-type: none"> <li>• Measure satisfaction, level of trust, ease of voting and understand if they are satisfied that the Local Government election was fair and impartial</li> </ul>	<b>3 mins</b>
4. AWARENESS AND INFORMATION	<ul style="list-style-type: none"> <li>• Touch on awareness, popular information channels, and explore website usage and helpfulness</li> </ul>	<b>5 mins</b>
5. DIFFERENT METHODS OF VOTING	<ul style="list-style-type: none"> <li>• Explore different methods to vote and explore reasons for attitudes towards them</li> </ul>	<b>5 mins</b>
6. FUTURE IMPROVEMENTS AND CLOSE	<ul style="list-style-type: none"> <li>• Understand how the process could be improved in the future and close</li> </ul>	<b>5 mins</b>
		<b>TOTAL 31 mins</b>



## SECTION 1: INTRODUCTION AND WARM UP

3 MIN

Aim: To engage the participant, build rapport and inform them about the market research process and purpose, learn a bit about them and their situation

### MODERATOR TO INTRODUCE PURPOSE OF THE SESSION:

- Thank you for agreeing to take part in this research study on behalf of the New South Wales Electoral Commission. We'll be talking about voting at Local Government elections, and how we could improve the experience of voting in elections.
- We want to be able to give the client clear guidance on **what works** and **what could be improved** - your honest feedback and opinions will help us and will make a difference.
- It's important to mention we're talking about **NSW Local Government elections**; not Federal elections. This is the election that happened on 4th December (with voting available from 22nd November).
- Another thing to note is that we don't want to know who you voted for. We just **want to hear about your experience** around the process and how we can make it easier
- Please be totally open and honest in your feedback. This is independent market research and we want to hear what you have to say. There are no wrong or silly comments, each one is valid. We are just interested in your opinions, which will remain confidential.
- All reporting to be anonymised and reported at aggregate level.
- We will be chatting for about 30 minutes today
- We would also like to reassure you that: We will comply with all Australian laws protecting your personal data and follow the Market and Social Research (M&SR) Privacy Code.
- We are audio recording, which will only be reviewed for internal analysis.
- Any questions?

### INTRODUCTION:

Before we get into the bulk of our discussion it would be great to get to know you a little better.

Can you please tell me a little bit about yourself (age, where you live and what you love about it)?

- **PROBE:** In a sentence or two, how would you describe living with [INSERT disability or impairment] to someone who knows very little about it? As much or as little as you feel comfortable sharing
- **PROBE:** How do you navigate day-to-day life, living with [INSERT disability or impairment]? Are there any activities you do differently?

## SECTION 2: VOTING EXPERIENCE

10 MINS

Aim: Explore experiences voting, steps taken in the most recent NSW Local Government election

Let's start our discussion today by chatting a bit about **your personal experience** voting at the recent NSW Local Government election

- Please talk me through your voting experience journey for the most recent NSW Local Government election

**PROBE AS NEEDED [MODERATOR TO MARK UP KEY STAGES OF JOURNEY TO USE AS A PROMPT FOR THE NEXT QUESTIONS.]**

- What did you do in the lead up to the election?
  - Did you have any concerns leading up to it, or on the day?
- What voting method/option did you use and why?
  - Did you go in person, vote online via iVote, on the phone via iVote or by post?
- What impact, if at all, did living with [INSERT disability or impairment] have on your choice of method of voting?
- Did you get any assistance from election staff or NSW election commission?
  - What was that and were you satisfied with the experience?
- In your opinion, what worked well? What could be improved?

FURTHER PROBES, if not discussed already above:

**IF iVote – online or telephone operator assisted voting**

- How did you find out about iVote?
- Did you get assistance from a friend, family member or support person/carer?
- Did you use any assisted technologies to vote? (Screen reader, magnifier, voice control etc.)
- Did you need to adjust your assisted technology to use iVote? Did you need help?
- Have you voted online with iVote previously? How would you describe the experience?
- Did you use the iVote password reset portal? If so, were you satisfied with this experience?

**IF In-person voting – on the day or pre-polling**

- How did you find out where to vote?
- Did you get assistance from a friend, family member or support person/carer?
- How did you get there? If you required any support, who provided it? (Please mention any support required such as transport, wheelchair access, if applicable to you)
- Were you comfortable with the COVID measures in place?
- What do you think the benefits of voting in person are?
- What do you think the drawbacks of voting in person are? Do you have any concerns?

**IF Postal voting**

- How did you find out about postal voting?
- Did you apply for a postal vote this election only, or are you generally a postal voter?
- Did you need help? Did get assistance from a friend, family member or support person/carer?
- Were the instructions easy to understand?
- Did the postal pack arrive in time to complete it and send it back?

**SECTION 3: SATISFACTION AND TRUST**

**3 MINS**

Aim: Measure satisfaction, level of trust, ease of voting and understand if they are satisfied that the Local Government election was fair and impartial

- Thinking overall, how **satisfied or dissatisfied** were you with your most recent voting experience?  
**PROBE ON REASONS** Why did you choose this rating/ say that?
- Overall, how satisfied or dissatisfied are you that the NSW Electoral Commission conducted the Local Government elections **fairly and impartially**?  
**PROBE ON REASONS** Why did you choose this rating/say that?
- To what extent do you **trust or distrust** the voting process?  
**PROBE ON REASONS** Why did you choose this rating/say that?
- Overall, did you find it **easy or difficult to vote** in the most recent Local Government election?
  - (PROBE ON VERY DIFFICULT/EASY, FAIRLY)
  - **PROBE ON REASONS** What made the process easy? What made the process difficult?

**SECTION 4: AWARENESS/INFORMATION**

**5 MINS**

Aim: Touch on awareness, popular information channels, and explore website usage and helpfulness

Now we will be talking about the communication around the election.

- How did you first become aware of the Local Government elections, and where to vote?

- Which channels (e.g. social media, TV, radio, newspapers, magazines, news platforms, websites, post/mail, email, podcasts) do you use to seek information?
  - And did you know **where to look for information** to accommodate your needs or access support?

**PROBE SENSITIVELY USING UNDERSTANDING FROM SECTION 1**

- In your opinion, when and where would be the best place for this information to be available?

*NSW Electoral Commission has a website where you can find out information about upcoming elections and discover where or how you can vote ([www.elections.nsw.gov.au](http://www.elections.nsw.gov.au))*

- Have you used or heard of the website before?
  - **If used it before:**
    - What information were you looking for?
      - Were you successful in finding it?
    - How **helpful** would you rate the website and why?
    - How **useful** would you rate the website and why?
  - **If not used it before:**
    - What would encourage you to use the website?
    - Are there any information gaps it could fill?

**SECTION 5: DIFFERENT METHODS OF VOTING**

**5 MINS**

Aim: Explore different methods to vote and explore reasons for attitudes towards them

There are number of ways of voting for elections:

- **In person voting – on election day**
  - *An elector votes in person on election day at a voting centre*
- **In person voting – pre-polling**
  - *An elector votes in person at an early voting centre (also called pre-poll)*
- **iVote – online voting**
  - *The iVote voting system allows eligible voters to cast their vote online*
- **iVote – telephone operator assisted voting**
  - *The iVote voting system allows eligible voters to cast their vote over the telephone (with the assistance of an operator)*
- **Postal voting**
  - *People can apply to vote by post for a single election or apply to register as a general postal voter for every election.*
  - *A general postal voter is an eligible person who has pre-registered to automatically receive their ballot papers in the mail after an election has been announced*
- Which of those have you not heard of before?
- Have you used any other methods of voting (**other than the one mentioned above**)?
- Which of these methods would you consider using in the future?
- What are the benefits of each method of voting?
- Do you have any concerns about any of these methods of voting?
- Do you trust all methods of voting equally?
  - Why/why not

If you had to rank the methods in order from **very easy to very difficult ....**

- What would you rate as **the easiest option and why?**
- What would you rate as **most difficult option and why?**

If you had to rank the methods in order from **the most trustworthy to the least trustworthy method of voting...**

- What would you rate as **the most trustworthy?** Tell us about your choice for “Most trustworthy.” Why is it better, in your opinion?
- What would you rate as **the least trustworthy?** Tell us about your “Least trustworthy” Why is it not as trustworthy, in your opinion?

## SECTION 6: FUTURE IMPROVEMENTS AND CLOSE

5 MINS

Aim: Understand how the process could be improved in the future and close

Lastly, I would like you to imagine that you are addressing **the Electoral Commissioner**. We want to hear your advice on how to make the voting process better for yourself and others like you....

- If you are not satisfied about your voting experience, what is the main reason you feel this way?
- What would help, **what could be improved?**
- If you could change one thing about any step in the process, what would it be? **PROBE ON OTHER THINGS THEY WERE NOT HAPPY ABOUT PREVIOUSLY**
- What's **one thing you'd like the Electoral Commissioner to know** (about what we've been discussing)?

Before we come to a close, do you have any final thoughts or comments?

- That's the end of our chat. Thanks so much for your time, it has been greatly appreciated!
- The recruiter will be providing the incentive.
- Do you have any final questions?