



Report on the conduct of the  
**NSW STATE ELECTION 2011**

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New South Wales Electoral Commission 2011

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# FOREWORD

The Report on the Conduct of the NSW State Election 2011 is a key expression of accountability to the NSW Parliament. It sets out how the NSW Electoral Commission (NSWEC) conducted the election, its performance against performance targets and directions for future elections.

State General Elections are major events. The 2011 NSW State Election was no exception. The controversy over the outcome of the count of the Legislative Council votes added to the attention this election received. The election was also significant for the successful introduction of major electoral initiatives. The iVote and SmartRoll initiatives in particular provided greater choice and convenience to many electors than previously possible and received international and national attention.

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

of voting at the Sydney Town Hall.

These initiatives were all well received. The feedback is very positive and there are great opportunities to use such initiatives to provide better services for stakeholders in future elections.

The 2011 NSW State Election saw enrolment increased by over 200,000 electors. Participation was on a par with the 2007 State Election. Informal votes comprised 3.2% of the total votes collected, slightly higher than in 2007 where informal votes made up 2.8% of total votes taken. The total number of votes taken was 4,306,285. While the vast majority were taken on election day (74.3%), NSW saw a strong trend to greater use of early voting options. This trend was evident for all recent Australian elections including the 2010 Federal Election and the two State elections in Victoria and South Australia also in 2010.

The NSWEC's introduction of pre-election reporting of service standards for the 2011 NSW State Election provides a transparent, robust framework for the Parliament and the people of NSW to scrutinise the performance of the NSWEC. I'm pleased to be able to report how well the NSWEC performed against these Service Charter targets and the high level of satisfaction of our stakeholders.

The successful conduct of the election was somewhat overshadowed by unfounded allegations that officers of the NSWEC had knowingly concealed votes for Ms Pauline Hanson, an unsuccessful candidate for the Legislative Council. A petition challenging the result of the election, and alleging electoral fraud by Commission staff, was lodged in the Supreme Court of NSW sitting as the Court of Disputed Returns by Ms Hanson's legal representative, David Leamy on 5 May 2011. The petition was dismissed on 16 June.

These serious and damaging allegations against our valued staff were made on the basis of a fabricated email by a fictitious author. It is regrettable that Court action was taken at considerable public expense without the petitioner first undertaking preliminary investigations into the authenticity of the email. Equally regrettably, sections of the media were all too willing to entertain the conspiracy theory.

Unlike the 2007 State Election, the 2011 NSW State Election saw no electoral boundaries changes. There were however, major legislative changes. These changes empowered the NSWEC to introduce a range of innovations to improve electoral services. The Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009 enabled the NSWEC to automatically enrol or re-enrol eligible electors in their

correct electoral district using information from public sector agencies. Known as SmartRoll, this new approach to enrolment was necessary following the realisation that significant numbers of eligible citizens are not enrolled. The SmartRoll project delivers a more up-to-date, accurate and comprehensive roll than that currently supplied by the Australian Electoral Commission (AEC).

Legislative change also introduced a second tremendous initiative, technology assisted voting (iVote). This internet and phone voting option increased the independence and access to a secret ballot to many electors with a disability, as well enabling many overseas and interstate electors to conveniently exercise their right to vote. Usage of iVote greatly exceeded expectations by threefold with almost 50,000 electors using it. We estimate that access to iVote enfranchised around 30,000 electors who were unlikely to vote if iVote had not been available. The independent evaluation found significant public value in extending this voting method to other elections such as enabling voters at Local Government elections to vote out of their council area.

These innovations would not have been possible without earlier legislative amendments that made the NSW Electoral Commissioner responsible for one State election rather than

individual Returning Officers having responsibility for the election within their electoral district. This change enabled the standardisation of policies, the introduction of state-wide innovations and greater accountability.

Legislative changes also occurred to the Election Funding, Expenditure and Disclosures Act 1981 in November 2010 with reform of provisions governing donations, disclosures and political funding. These changes introduced late in the preparation for the election, are outlined in the report.

I welcome the Premier's announcement to the NSW Parliament of the fundamental review of the Parliamentary Electorates and Elections Act 1912 in time for the centenary of the 1912 enactment of the legislation. The Premier's

commitment to this review has meant that it has not been necessary for the report to the Joint Standing Committee on Electoral Matters to make recommendations for legislative amendments. The NSWEC looks forward to working with the NSW Parliament and the NSW Government on the fundamental legislative review and its implementation before the next NSW State Election in 2015.

Lastly, I thank all staff employed by the NSWEC as well as our suppliers for their commitment and hard work in conducting the 2011 NSW State Election.



Colin Barry  
Electoral Commissioner

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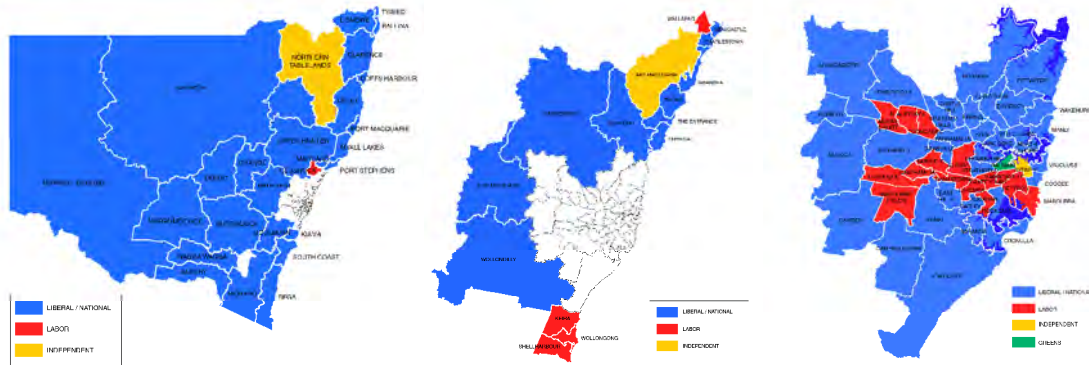


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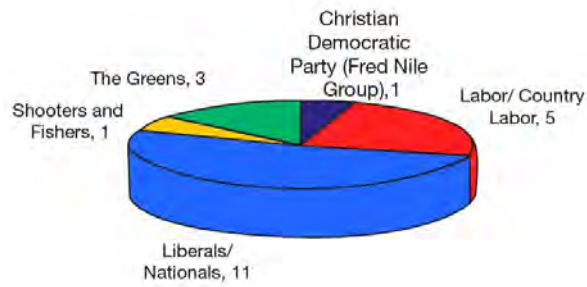
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# NSW State Election 2011 at a Glance



Legislative Assembly Breakdown by Party

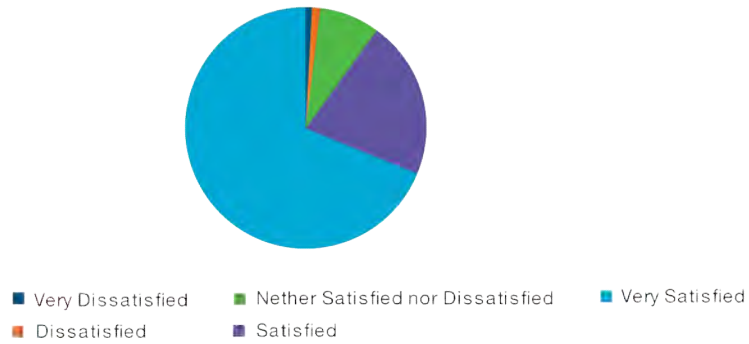


Legislative Council Breakdown by Party

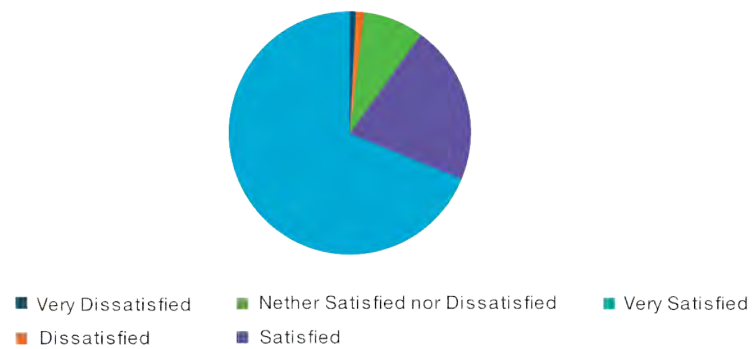


## Perceptions of the NSWEC's Impartial Conduct of the NSW State Election 2011

## Summary: Feedback from Electors NSW State Election 2011



### Electors' Overall Satisfaction with Polling Places

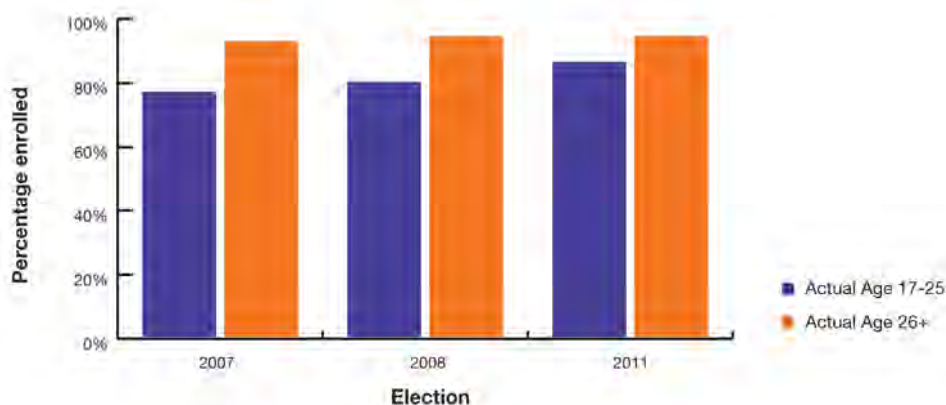


### Elector Satisfaction with Services Provided by Electoral Staff

## Summary: Participation NSW State Election 2011

### Enrolment, NSW State Election 2011

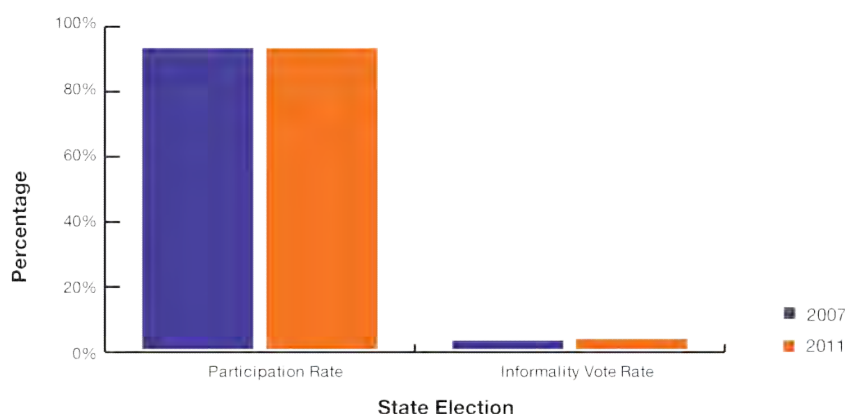
Total Electors	4,635,810
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### Eligible Citizens Enrolled to Vote over the Last Three Statewide Elections

### Voter Participation, NSW State Election 2011

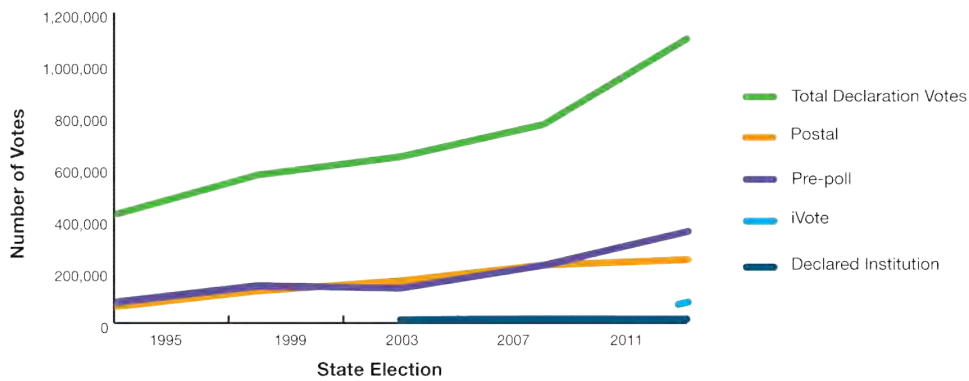
Formal Votes	4,153,335
Informal Votes	137,260
Total Votes	4,290,595
Participation	92.6%
Informality Rate	3.2%



### Participation and Informality Rates over the Last Two State Elections

## Summary: Voting Methods Used NSW State Election 2011

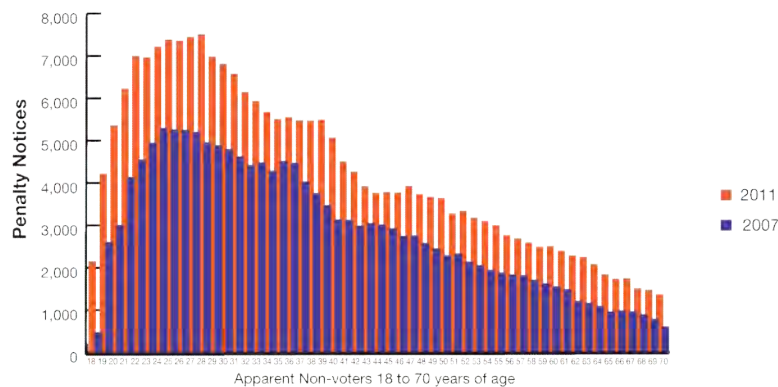
<b>Early voting</b>	
Postal	5.7%
Pre-poll	8.2%
Declared Institution	0.3%
iVote	1.1%
<b>On the day</b>	
Ordinary	74.3%
<b>Other Methods of Voting</b>	
Absent	9.5%
Silent/Section	0.8%



Early Voting Trends over the Last Five State Elections

## Non-voters

Penalty notices issued	234,173
Excused	106,834



Penalty Notices Issued by Age of Non-voting Elector

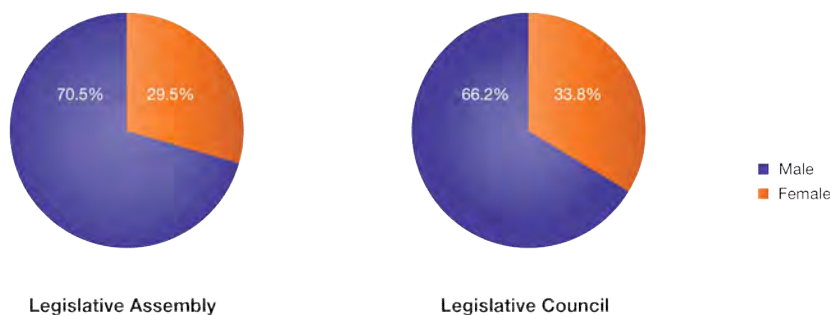
## Summary: Candidates NSW State Election 2011

### Legislative Assembly

Total Candidates	498
Female Candidates	147
Male Candidates	351

### Legislative Council

Total Candidates	311
Female Candidates	105
Male Candidates	206



### Gender Composition NSW Legislative Assembly and Legislative Council



## Summary: Polling Places NSW State Election 2011

### Voting Centres

Pre-poll Voting Centres	165
Declared Institutions/ Hospitals	730
Polling Places	2,626

### Election Staffing

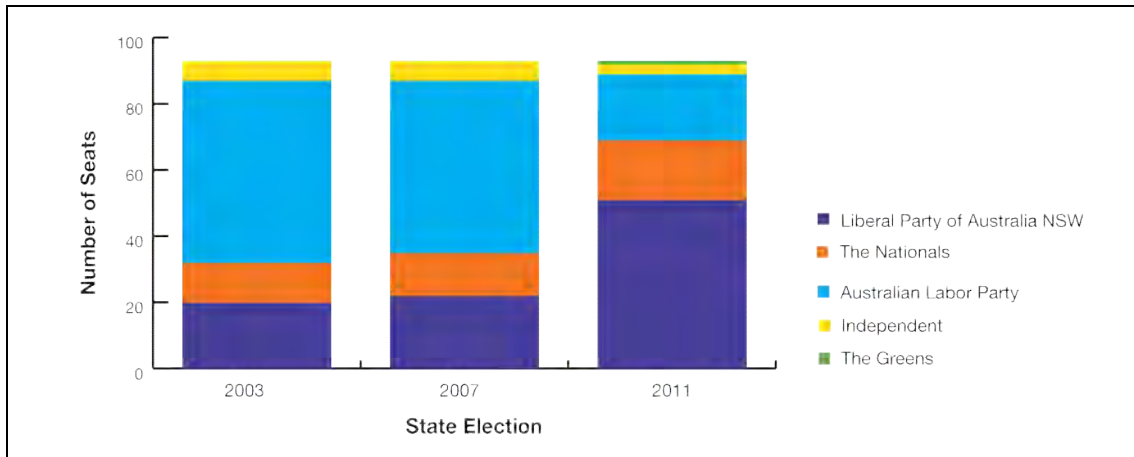
Position	Number Employed
Returning Officer Support Officers	10
Returning Officer	93
Senior Office Assistants	92
Office Assistants	4,007
Polling Place Managers	2,625
Deputy Polling Place Managers	864
Polling Place Assistants	37
Declaration Vote Issuing Officers	6,302
Election Officials	9,052
Part Day Election Officials	940
Legislative Council Count Managers	6
Total	24,028



## Outcomes of the NSW State Election 2011

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

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



Graph 1: Composition Legislative Assembly Post 2003, 2007 and 2011 NSW State Elections.

Following the 2011 NSW State Election, the Coalition parties now hold a majority of seats in the Lower House (69 seats). The Australian Labor Party now has 20 seats; a decline from 55 seats in 2003. The Greens won for the first time a Legislative Assembly seat in the inner metropolitan area of Balmain.

The distribution of Legislative Assembly seats across political parties is outlined below.

Table 1: Composition Legislative Assembly Post 2003, 2007 and 2011 NSW State Elections.

	2003 Election	2007 Election	2011 Election
Liberal Party of Australia (NSW)	20	22	51
The Nationals	12	13	18
Australian Labor Party	55	52	20
The Greens	0	0	1
Independents	6	6	3
<b>Total</b>	<b>93</b>	<b>93</b>	<b>93</b>



Candidates for all electoral districts with the exception of Bathurst and Keira were declared elected on Tuesday 5 April 2011. Bathurst and Keira were declared on Wednesday 6 April 2011.

The declaration of results for the Legislative Council occurred on the 12 April 2011. In the Legislative Council neither of the major parties have a clear majority with the Christian Democrats Party and the Shooters and Fishers Party holding the balance of power. The composition of the Legislative Council following the last three NSW State elections is shown below.

Table 2: Composition Legislative Council Post 2003, 2007 and 2011 NSW State Elections.

	2003 Election	2007 Election	2011 Election
Liberal Party of Australia (NSW)	9	10	12
The Nationals	4	5	7
Australian Labor Party	18	19	14
The Greens	3	4	5
Christian Democrats Party	2	2	2
Shooters and Fishers Party	1	2	2
Outdoor Recreation Party	1	0	0
Australian Democrats	1	0	0
Unity Party	1	0	0
Independents	2	0	0
Total	42	42	42

## Report on the Conduct of the 2011 NSW State Election

Since the 2007 State General Election, the NSWEC has prepared a report on its conduct of general elections to the NSW Parliament's Joint Standing Committee on Electoral Matters.

The report reviews the conduct of the NSW State Election 2011 by:

- describing the services provided;
- examining the NSWEC's performance against:
  - targets in the NSWEC's NSW State Election 2011 Service Commitment Charter and the State General Election 2011 Strategy document;

- historical and jurisdictional trends in participation, informality and other measures;
- providing information on differences between electoral districts;
- analysing feedback from stakeholders, complaints received and issues identified in the NSWEC's own post election de-brief;
- evaluating initiatives such as iVote and SmartRoll; and
- identifying future directions for legislative reform and electoral administration.

Through its reporting, the NSWEC aims to increase understanding of the NSW electoral system, demonstrate its accountability for the role it plays within this system and the future challenges posed as community expectations and information communication technology change.

This report will become publicly available on the NSWEC's website following tabling in the NSW Parliament and provision to the Joint Standing Committee on Electoral Matters.



## Background to the NSW State Election 2011

## NSW Electoral System

The NSW Parliament is comprised of the Legislative Council and the Legislative Assembly. Elections for half of the total number of seats in the Legislative Council and all 93 of the electoral districts that make up the Legislative Assembly comprise State General elections.

The issue of the Writs by the NSW Governor triggers the commencement of an election period.

The Legislative Council (or Upper House) has 42 members elected to represent the whole State as one electorate. Half of the members of the Council (21) are elected each four years, so that members have an eight year term. Members of the Legislative Council are elected using the proportional representation voting system. To be elected a candidate must receive a quota of votes.

The NSW Legislative Assembly is often referred to as the Lower House or the Seat of Government as the Government is formed by the political party which has the majority of Members in the Legislative Assembly. The term of the Legislative Assembly is fixed at four years unless other legislative conditions are met.

Members of the Legislative Assembly are elected using optional preferential voting. To be elected, a candidate must receive more than half the number of the first preference votes cast in the electoral district. If no candidate receives more than half of the first preference votes, a distribution of preferences takes place. In this process, the candidate with the fewest votes is eliminated and their ballot papers are distributed to the remaining candidates according to the next available preference shown on them. Those ballot papers on which only a first preference is shown cannot be distributed and are set aside as exhausted. This process is repeated with one candidate being eliminated each time, until a candidate has more than half the number of the votes remaining in the count.

Voting is compulsory in all NSW elections including Local Government elections. The NSWEC has functions specified in its legislation regarding the follow up of apparent non-voting by electors. The penalty for not voting in a State General Election is \$55.



## NSW Electoral Legislation

The major pieces of NSW electoral legislation are the Parliamentary Electorates and Elections Act 1912 and the Election Funding and Disclosures Act 1981. Both Acts have seen numerous amendments since their introduction and major amendments occurred to each prior to the NSW State Election 2011.

The Parliamentary Electorates and Elections Act 1912 has eight major parts covering distribution of electorates; appointment of the Electoral Commissioner; entitlement to enrol and to vote; enrolment and the rolls; registration of parties; conduct of elections; Court of Disputed Returns and penalties. The Election Funding, Expenditure and Disclosures Act 1981 contains provisions relating to the Election Funding Authority (EFA) and its responsibilities; registration of candidates, third party campaigners, party agents, official agents and by-elections; public funding of State election campaigns; political donations and electoral expenditure; administrative and policy development funding and financial provisions.

Important reforms before the 2011 State Election under the Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009 were passed by Parliament on 1 December 2009 and received Royal Assent on 14 December 2009. The Act was proclaimed on 24 September 2010. The Act allows the NSWEC to gather information from public sector agencies and use that information to automatically enrol, re-enrol or update the addresses of eligible electors.

The amendments also:

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

Other legislative change also introduced a tremendous initiative; technology assisted voting (iVote), in late November 2010. The ability to use internet and phone technology to vote increased the independence and access to a secret ballot to many electors with a disability as well as providing greater convenience to electors in remote parts of the State or out of NSW on election day. (The iVote initiative is addressed later in this report under ' .)

Other legislative changes clarified some problematic issues such as:

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

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

Legislative changes also occurred to the Election Funding, Expenditure and Disclosures Act 1981 commencing on 1 January 2011 with reform of provisions governing donations, disclosures and political funding. The later than expected introduction of these changes meant the NSWEC and the EFA provided additional seminars for candidates and registered political parties in early 2011 to update registered political parties and intending candidates on these legislative changes.

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

## NSW Electoral Commission

The NSW Electoral Commission and the position of NSW Electoral Commissioner are established by the Parliamentary Electorates and Elections Act 1912. The NSWEC is responsible for the registration of political parties, the enrolment of electors, maintenance of electoral rolls and the conduct of elections.

In undertaking these responsibilities the NSWEC also provides advice to the NSW Government and the NSW Parliament on matters related to the administration of enrolment and elections in NSW, conducts research

into electoral issues and its office provides administrative support to the EFA.

The NSWEC's stakeholders and clients are:

- the people and electors of NSW
- the Parliament of NSW
- the Premier as Minister responsible for the Parliamentary Electorates and Elections Act 1912
- local councils
- the NSW Aboriginal Land Council
- election candidates and participants
- registered political parties
- industrial organisations, registered clubs and statutory bodies
- the Election Funding Authority

The operations of the NSWEC are governed by NSW legislation including:

- Constitution Act 1902
- Parliamentary Electorates and Elections Act 1912
- Election Funding, Expenditure and Disclosures Act 1981
- Local Government Act 1993
- The City of Sydney Act 1988
- Registered Clubs Act 1976
- Industrial Relations Act 1996
- Aboriginal Land Rights Act 1983
- Privacy and Personal Information Protection Act 1998
- Government Information (Public Access) Act 2009
- Public Finance and Audit Act 1983
- Public Sector Employment and Management Act 2002

NSWEC Mission:

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

NSWEC Values:

Integrity in the way that we approach our work.

Impartiality in the conduct of elections to gain and maintain the confidence of stakeholders and the community.

Respect for the needs of all in our community to ensure equal access to democracy.

Professionalism in providing election services.

A learning culture amongst our staff members to ensure that the NSWEC reflects on how it delivers its services and remains a modern, forward thinking organisation that can meet future challenges.

# NSW State Election 2011 Timetable

## Issue of the Writ

The Writ was issued Saturday 5 March 2011 and specified the dates for key 2011 State Election activities. The time from the issue of the Writ to the election was 21 days.

## Dates for Activities specified in the Writ

Close of nominations	Wednesday 9 March 2011 (bulk Legislative Assembly nominations by registered political parties)
	Thursday 10 March 2011 (independent and party Legislative Assembly nominations, and Legislative Council nominations)
Election day	Saturday 26 March 2011
Return of Writs	Saturday 30 April 2011

## Detail of Timing of Electoral Activities

By necessity certain electoral activities had already commenced prior to the issue of the Writs with the registration for the technology assisted voting initiative. Greater detail of these and other milestones are provided below.

Dates 2011	Electoral Activity
Thursday 17 February	Pre-registration for technology assisted voting (iVote) commenced
Saturday 5 March	Issue of the Writs
Monday 7 March	Nominations opened for the Legislative Assembly and Legislative Council
	Returning Officers' offices opened to the public
	Formal registration for technology assisted voting (iVote) commenced

Wednesday 9 March 12 noon	Close of nominations for Legislative Assembly lodged in bulk by registered political parties at NSWEC head office
Thursday 10 March 12 noon	Close of independent and party nominations for Legislative Assembly lodged at Returning Officers' offices  Close of independent and party nominations for Legislative Council lodged at NSWEC head office
Thursday 10 March 2pm Returning Officers' offices	Draw for position on Legislative Assembly ballot paper
3pm NSWEC head office	Draw for position on Legislative Council ballot paper
Friday 11 March	Registration of electoral material opened at NSWEC head office
Monday 14 March	Pre-poll (NSW, interstate and general) and technology assisted voting (iVote) commenced
Friday 18 March 5pm	Close of registration of electoral material at NSWEC head office
Monday 21 March 6pm	Voting at declared institutions commenced  Close of receipt of postal vote applications from outside Australia
Wednesday 23 March 6pm	Close of receipt of postal vote applications from within Australia  Close of registration for iVote
Thursday 24 March	Close of overseas voting
Friday 25 March	Close of pre-poll, technology assisted voting (iVote), interstate and voting at declared institutions
Saturday 26 March 8am to 6pm	Polling places opened for voting
Wednesday 30 March 6pm	Close of receipt of postal votes

Friday 1 April	Distribution of preferences for the Legislative Assembly
Monday 4 April	Declaration of results for Legislative Assembly by Returning Officers on 5 and 6 April 2011
Tuesday 12 April	Declaration of results for the Legislative Council by the Electoral Commissioner
13 April 2011	Return of the Writs

## NSW State Election 2011 Performance Targets

In the conduct of elections, the NSW Parliament requires the NSWEC to:

- conduct elections impartially and in accordance with the law so people are able to exercise their democratic right to vote and votes are counted accurately and without delay;
- enrol eligible electors and maximise voter participation and minimise informal votes;
- communicate the obligation to enrol and vote, statutory electoral processes and electoral services to all groups in the community; and
- have the organisational capacity to achieve the outcomes expected.

The accountability framework the NSWEC has established has the following components:

- NSWEC's 'Strategy for the Conduct of the NSW State Election 2011';
- NSWEC's 'Service Commitments Charter, NSW State Election 2011'; and
- NSWEC's report on the conduct of the NSW State Election 2011 to the NSW Parliament.

These three documents provide clear public accountability for the conduct of the election.

The NSWEC's 'Strategy for the Conduct of the NSW State Election 2011' and its 'Service Commitments Charter' were provided to the NSW Parliament's Joint Standing Committee on Electoral Matters, the then



Government and Opposition as well as the Department of Premier and Cabinet for review and comment.

The 'Strategy for the Conduct of the NSW State Election 2011' set out the detail of the services the NSWEC would provide, information on when services would be available and how to access information on the election. In the 'Service Commitments Charter, NSW State Election 2011', the NSWEC summarised its key service goals, service standards and performance targets.

The service standards and targets applied to the 2011 NSW State Election were developed in response to the NSW Parliament's Joint Standing Committee on Electoral Matters' recommendations following the 2008 Local Government Elections. This recommendation proposed a Service Charter be adopted for the 2012 Local Government Elections. The NSWEC took this recommendation further introducing the Charter for the 2011 State Election and including specific quantitative standards and targets outlined below.

## 'Conducting Elections' Targets:

Targets for vote counting on election night were:

Table 3: NSWEC Performance Standards and Targets, NSW State Election 2011.

	Lower House First Preferences*	Lower House Two Candidate Preferred*	Upper House*
9:00pm	80%	60%	30%
10:30pm	95%	80%	60%
11:00pm	–	95%	90%

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

- 100% of electoral districts complete the distribution of preferences for Legislative Assembly within 48 hours of all votes being available (6pm Wednesday following election day);
- results information to be available to media outlets within five minutes of entering the NSWEC's systems;
- for any recount of votes, the difference between the count and the recount for any candidate is less than ten votes; and
- the number of successful Court challenges to 2011 election results is zero.

## 'Maximising Enrolment and Participation' Targets:

- 89% enrolment of eligible citizens aged 17 – 25 years;
- 94% enrolment amongst eligible citizens 26+ years;
- voter turnout exceeding the 2007 State General Election turnout of 92.7%;
- at least 10,000 votes are cast using iVote;
- automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register; and
- initiatives such as automatic enrolment, iVote and 'on spot printing' of Legislative Assembly ballot papers are evaluated.

## 'Communicating democratic rights and responsibilities' Targets:

- stakeholders are able to access accurate, timely and the necessary information to understand their rights and obligations and where to get help on electoral matters if they need it;
- stakeholders indicate in their survey responses satisfaction with services received, with feedback from Sydney Town Hall polling place not varying significantly from that received for other polling places in NSW;
- survey responses from stakeholders are used to establish benchmarks for future elections; and
- submit the NSWEC's report to the NSW Parliament on the conduct of the NSW State General Election 2011 by the end of November 2011.

## 'Organisational Capacity' Targets:

- returning the Writs before the date stated in the Writs;
- adhering to the budget provided;
- reduced number of occupational health and safety incidents that lead to worker compensation claims compared to the 2007 State General Election;

- in 95% of polling places ordinary votes (taken from electors resident in the electoral district) vary from estimated numbers by no more than 5% plus or minus;
- election staffing allocations are within a range of plus or minus 5% of estimated requirements;
- processing of 'How to Vote' materials completed in the shortest possible time with the target being within 24 hours; and
- refunding of candidate deposits in accordance with legislative requirements completed by late May 2011.

The NSWEC's performance against these targets is discussed in the next section.

## NSW State Election Results 2011

All stakeholders, electors as well as candidates and registered political parties, want accurate results in the shortest time possible.

The NSWEC used a virtual tally room for the State Elections in 2007 and 2011 and the NSW Local Government Elections in 2008. The 2011 election was the first State General Election however, where a physical tally room was not provided. The decision not to provide a physical Tally Room was taken after consultation with the then NSW Premier, the Leader of the Opposition, registered political parties, Members of Parliament and major media outlets (television, radio and press).

The virtual tally room catered for both the Legislative Assembly optional preferential and the Legislative Council proportional representation election types as well as variations for candidates who were grouped with 'Above the Line' or with 'Below the Line' voting squares.

The Legislative Assembly results were provided by polling place, electoral district and NSW State level.

The results for each district included:

- Election night by polling place:
  - Legislative Assembly First preference and Two Candidate Preferred; and
  - Legislative Council First Preference for grouped, blank and non grouped votes.

- Election night at the Returning Officer's office: Legislative Assembly First Preference and Two Candidate Preferred in district pre-poll reported by district;
- Sunday check count by polling place: Legislative Assembly First Preference and Two Candidate Preferred;
- Monday to Wednesday declaration vote counts by district:
  - Legislative Assembly First Preference and Two Candidate Preferred; and
  - Legislative Council First Preference for grouped, blank and non grouped votes.
- Thursday onwards vote counts by district:
  - Legislative Assembly distribution of preferences for districts where result cannot be determined on first preference; and
  - Legislative Council First Preference for grouped, blank and non grouped votes (continued).

Legislative Assembly Two Candidate Preferred results were shown at the electoral district level with the swing from 2007 results also provided.

The Legislative Council First Preference 'above the line' (Group) votes were shown by polling place and then aggregated to electoral district level and the NSW State level on election night. Declaration votes in envelopes taken at the polling place were not counted on election night. Legislative Council progressive data entry first preference results were published from Wednesday onwards with the final distribution of preference count undertaken 12 April 2011, two and a half weeks after election day.

Counting commenced upon closure of polling places at 6pm on election day and was progressively updated on election night as results were submitted by Returning Officers. The results continued to be updated over the following days as results were finalised.

In a break with previous practice, election officials counted pre-poll and ordinary votes on election night. Counting of postal votes commenced Tuesday. The timetable for counting of Legislative Assembly and Legislative Council ballot papers is provided below.

## Timetable for Counting Ballot Papers

Timing	Venue	Task
Election night (after 6pm)  26 March	Polling Place	<ul style="list-style-type: none"> <li>Count Legislative Assembly first preference votes</li> <li>Conduct two candidate preferred count</li> <li>Conduct Legislative Council ballot paper sort and count</li> </ul>
	Returning Officers' offices	<ul style="list-style-type: none"> <li>Count Legislative Assembly first preference votes and two party preferred; pre-poll in district ordinary</li> <li>Conduct Legislative Council ballot paper sort and count pre-poll ordinary votes (if time permitted)</li> </ul>
	Technology Assisted Voting (iVote) Print Centre	<ul style="list-style-type: none"> <li>Ballot papers for Legislative Assembly and Legislative Council printed, bundled and dispatched to relevant electoral districts and Legislative Council Count Centre</li> </ul>

Timing	Venue	Task
Sunday following election  27 March	Returning Officers' offices	<ul style="list-style-type: none"> <li>• Check count Legislative Assembly first preference votes from polling places</li> <li>• Check count two candidate preferred count from polling places</li> <li>• Finalise count Legislative Assembly first preference – pre-poll in district ordinary votes</li> <li>• Check count Legislative Assembly first preference – pre-poll in district ordinary votes</li> <li>• Finalise and check count two candidate preferred count – pre-poll in district ordinary votes</li> <li>• Finalise Legislative Council ballot paper sort and count pre-poll in district ordinary votes</li> </ul>
	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>• Commence receiving and batching ballot papers at Legislative Council Count Centre</li> </ul>
Monday  28 March	Returning Officers' offices	<ul style="list-style-type: none"> <li>• Commence count of Legislative Assembly first preference votes - declaration vote categories (postal)</li> <li>• Commence Legislative Council ballot paper sort and count - declaration votes</li> </ul>
	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>• Continue receiving and batching ballot papers at Legislative Council Count Centre</li> </ul>

Timing	Venue	Task
Tuesday 29 March	Returning Officers' offices	<ul style="list-style-type: none"> <li>Count Legislative Assembly first preference votes - declaration vote categories (postal, declared institution, provisional, enrolment, absent)</li> <li>Conduct Legislative Council ballot paper sort and count declaration votes</li> </ul>
	Legislative Council Counting Centre	<ul style="list-style-type: none"> <li>Legislative Council ballot paper data entry commences</li> <li>Continue receiving and batching ballot papers at Legislative Council Count Centre</li> </ul>
Wednesday 30 March	Returning Officers' offices	<ul style="list-style-type: none"> <li>Count Legislative Assembly first preference count - declaration vote categories (postal, declared institution, provisional, enrolment, absent, silent)</li> <li>Count Legislative Council ballot paper; sort and count declaration votes</li> </ul>
	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>Continue Legislative Council ballot paper data entry</li> <li>Continue receiving and batching ballot papers at Legislative Council Count Centre</li> </ul>
Thursday 31 March	Returning Officers' offices	<ul style="list-style-type: none"> <li>Finalise Legislative Assembly first preference count - declaration vote categories (postal, declared institution, provisional, enrolment, absent, silent)</li> <li>Finalise Legislative Council ballot papers; sort and count declaration votes</li> </ul>



Timing	Venue	Task
	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>Continue Legislative Council ballot paper data entry</li> <li>Continue receiving and batching ballot papers at Legislative Council Count Centre</li> </ul>
Friday 1 April	Returning Officers' offices	<ul style="list-style-type: none"> <li>Conduct Legislative Assembly distribution of preferences count (if required)</li> </ul>
	Legislative Council Counting Centre	<ul style="list-style-type: none"> <li>Continue Legislative Council ballot paper data entry</li> </ul>
Monday 4 April	Returning Officers' offices	<ul style="list-style-type: none"> <li>Declaration of results for Legislative Assembly</li> </ul>
	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>Continue Legislative Council ballot paper data entry</li> </ul>
Monday 4 April – Friday 8 April	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>Continue Legislative Council ballot paper data entry</li> </ul>
Tuesday 12 April	Legislative Council Count Centre	<ul style="list-style-type: none"> <li>Declaration of results for Legislative Council</li> </ul>

## Counting Procedures for the Legislative Council

Following the March 2011 NSW State Election questions were asked whether the Legislative Council election could be manually counted rather than computer counted. There is some misunderstanding on how the Legislative Council is counted and the process is described below.

The majority of electors mark their ballot papers in a polling place on election day. Some electors vote as a declaration voter in which case the ballot papers are placed in a declaration envelope. Typically, these are postal or absent voters.

At a polling place on election day electors mark their ballot papers and put the small Legislative Assembly ballot paper into a ballot box and the large Legislative Council ballot paper into a separate ballot box. When

the polling place is closed at 6.00pm sharp on election day election officials sort and count all the ballot papers.

The Legislative Council ballot papers are counted by first sorting them into those ballot papers where the elector has placed a 1 (including a single ✓ or ×) and 1 only above the line; those ballot papers where the elector has placed a 1 and other preferences above the line; those ballot papers that are marked below the line; and those ballot papers that are blank and therefore informal.

At each polling place ballot papers marked above the line for each group are counted and phoned through to the Returning Officer and that information is published on the Virtual Tally Room on election night. In this sense the ballot papers have been sorted and counted to each group above the line, blanks, and all others including below the line preferences. The number of ballot papers marked below the line represents 2.1% (91,428) of formal votes.

Ballot papers having been sealed in boxes on election night are then transported to the Returning Officer's office from where they are collected and taken to the NSWEC's Legislative Council Count Centre in Sydney. At the count centre the sealed boxes are opened and the ballot papers are re-counted to the categories previously mentioned. At the re-count any mis-sorts or discrepancies from the count at the polling place are resolved. They are sorted and counted twice during the batching process at the count centre and sorted to the categories of single 1 preference above the line, blank ballot papers and all other preferences above and below the line. The ballot papers are counted three times at this stage: once in the polling place and twice at the Legislative Council Count Centre. Those ballot papers where there is a 1 (including a single ✓ or ×), and 1 only above the line, for a group and the blank ballot papers are tallied and the number is bulk data entered into the computer system. Those ballot papers are secured and set aside. The other categories of ballot papers remaining, i.e. those that have a 1 and other preferences above the line and all ballot papers that are marked below the line, are then batched into bundles of 50's and set aside ready for data entry into the computer system.

As each batch of ballot papers is entered into the computer system the computer records the data entry operator's assigned preferences for each ballot paper for the group/party or candidate. Once the batch is finished it is then sent to a separate data entry operator for a second data entry. If any of the 50 ballot papers at the second data entry do not reconcile with the first data entry then the batch goes to a third data entry operator to reconcile any discrepancies.

As it can be seen, in this process ballot papers are counted once at the polling place and then sorted and counted twice at the Legislative

Council Count Centre. In addition, the ballot papers data entered into the computer system are data entered at least twice and where reconciliation is required they are entered a third time. The computer system does the arithmetical calculation of the distribution of preferences. It is not possible to manually do the arithmetical calculation as it would require physical movement of hundreds of thousands of ballot papers. Specifically, for the 2011 NSW State Election 4,292,224 Legislative Council ballot papers were counted.

What this description of the Legislative Council counting process shows is that all Legislative Council ballot papers are manually counted and manually scrutinised for formality. All of these steps are undertaken in the presence of scrutineers appointed by candidates.

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# NSW State Election 2011 Key Issues

## Joint Standing Committee on Electoral Matters' Recommendations on the 2007 NSW State Election

The final report of the Joint Standing Committee on Electoral Matters on the conduct of the 2007 NSW State General Election concluded that the NSWEC administered the 2007 NSW election in a competent and professional manner.

The Joint Standing Committee on Electoral Matters also made 14 recommendations for future elections.

The issues faced by electors with a disability in the 2007 NSW election were a significant line of inquiry leading to recommendations to expand postal and pre-poll voting provisions, improving access of polling places and to further examine electronic and internet voting options. Other recommendations concerned presentation of results, provision of information on the NSWEC's website for homeless people and amendments to the Parliamentary Electorates and Elections Act 1912.

The majority of the recommendations have been fully implemented as this report demonstrates. Implementation of many recommendations is not a matter for the NSWEC alone. Government support in terms of putting to the NSW Parliament legislative proposals and providing funding for initiatives such as automatic enrolment and internet voting were necessary prerequisites. The NSWEC acknowledges the support of the NSW Government and the NSW Parliament in introducing these reforms.

A full account of the status of each of these recommendations is provided below.

Table 4: Action on Recommendations of the Joint Standing Committee on Electoral Matters from the NSW State General Election 2007.

RECOMMENDATION	ACTION
1. That the New South Wales Electoral Commission continue to develop the Smart Electoral Enrolment System with a view to its implementation at the next New South Wales election.	Implemented.

RECOMMENDATION	ACTION
<p>2: That s.151B(1) of the Parliamentary Electorates and Elections Act 1912 be amended to prohibit the display of posters within six metres of the entrance to polling places and that from the six metre mark, up to and including the outer wall, fence or other boundary, no poster can exceed 8,000 square centimetres.</p>	<p>Implemented – Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009 (commenced 24 September 2010).</p> <p>Section 151B(1) was amended and subsection (2) inserted to correct an anomaly in the Act. The anomaly occurred as a result of an amendment moved by The Greens in the Legislative Council during the passage of the Parliamentary Electorates and Elections Amendment Bill 2006.</p> <p>The 2006 Bill sought to introduce a six metre “exclusion zone” together with an 8,000 cm sq limitation on the size of posters displayed on boundary fences of enclosures within which polling places are situated – up to the exclusion zone – and within the grounds of such enclosures. The Greens moved a successful amendment to reduce the exclusion zone to five metres; however, the amendment was framed in such a way to have the practical unintended effect of an inconsistent application of the prescribed poster size rule. This issue had caused significant confusion and uncertainty at the 2007 elections.</p>



RECOMMENDATION	ACTION
<p>3: That the Parliamentary Electorates and Elections Act 1912 be amended to prohibit the display of electoral material on electronic billboards and digital road signs.</p>	<p>Implemented with variation in accordance with Government's response (s.151EA) – Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009.</p> <p>The Government acknowledged the need to regulate electoral advertising on electronic billboards and digital road signs etc, but did not support the recommendation to introduce a blanket ban. Rather, it introduced legislation to extend the authorisation requirements for printed electoral material to apply to electronic billboards and the like. The Act now provides at s.151EA:</p> <p>A person must not display any matter, being an advertisement or notice, containing any electoral matter (within the meaning of section 151B), on an electronic billboard, digital road sign or other similar device, unless the matter contains, in visible, legible characters, the name and address of the person authorising it.</p>
<p>4: That s.114A of the Parliamentary Electorates and Elections Act 1912 be amended so that qualification for a postal vote certificate and postal ballot paper includes: a) electors with a disability; and b) electors who fear for their personal safety.</p>	<p>Implemented (ss.114A(1)(i) and (j)) - Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009.</p>



RECOMMENDATION	ACTION
5: That s.114AA of the Parliamentary Electorates And Elections Act 1912 be amended to provide that electors with a disability qualify for registration as general postal voters.	Implemented (s.114AA(1)(g1)) - Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009.
6: That s.114P of the Parliamentary Electorates and Elections Act 1912 be amended to provide that qualification for a pre-poll vote includes: a) electors with a disability; and b) electors who fear for their personal safety.	Implemented (s.114P(1)(h) and (i) - Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009.
7: That the New South Wales Electoral Commission trial mobile pre-poll voting for rural and remote communities and that the Commission seek legal advice as to whether such trials can occur under the current provisions of the Parliamentary Electorates and Elections Act 1912, or whether amendments will be needed to the Act to enable such a trial. The Committee further recommends that, if the advice obtained by the New South Wales Electoral Commission suggests that under the existing provisions mobile pre-poll voting cannot be trialled, then an appropriate amendment should be brought forward to enable a trial to proceed.	Implemented (s.87B) - Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009.

RECOMMENDATION	ACTION
<p>8: That election results posted on the New South Wales Electoral Commission's website include: a) the percentage of the total formal vote received by registered political parties in the Legislative Assembly on a state-wide basis; and b) the progressive count for the Legislative Council expressed in terms of the percentage of the formal vote for registered political parties and candidates. To assist it in implementing this recommendation the New South Wales Electoral Commission should consider seeking advice from electoral commissions in other Australian jurisdictions.</p>	<p>Implemented.</p>
<p>9: That in any future review of the Parliamentary Electorates and Elections Act 1912 an examination be undertaken into ways to prohibit intentionally false or misleading statements being made about a candidate or party, whether those statements are made by an individual or a media outlet.</p>	<p>Not actioned.</p> <p>The Government's response to this recommendation was prepared in consultation with the NSWEC. NSWEC does not support regulation of "truth in advertising" which is considered to be unworkable in the electoral context. An attempt to introduce such a regime at the Federal level failed. The only other jurisdiction with "truth in advertising" for elections is South Australia and questions have been raised about the constitutional validity of these provisions. The Government's response to Recommendation 9 addressed these problems but also stated no objection to the issue being examined as part of any future review of the Parliamentary Electorates and Elections Act 1912.</p>

RECOMMENDATION	ACTION
<p>10: That the New South Wales Electoral Commission consider developing a target of one fully wheelchair accessible polling booth for each electorate as part of its Equal Access to Democracy Plan and that the Commission endeavour to advertise fully accessible polling booths well in advance of each election.</p>	<p>Implemented.</p> <p>Despite the difficulties of leasing accessible venues every electoral district had at least one fully wheelchair accessible polling place. The NSWEC supplemented its efforts to provide fully wheelchair accessible polling places with the introduction of an accessibility rating system for each polling place to provide information on the polling place's access and where possible digital pictures. This information was made available on the NSWEC's website.</p>
<p>11: That s.114ZR of the Parliamentary Electorates and Elections Act 1912 in relation to the procedure for voting at declared institutions be amended to allow electors that are enrolled in the same district in which the institution is located to cast an ordinary vote.</p>	<p>Implemented (s.114ZQB) - Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009.</p>
<p>12: That the New South Wales Electoral Commission provides further information for homeless electors on its website, including a link to the Australian Electoral Commission form entitled 'Electoral enrolment for persons with no fixed address in New South Wales'.</p>	<p>The NSWEC website provided a link to the Australian Electoral Commission form entitled 'Electoral enrolment for persons with no fixed address in New South Wales'.</p>
<p>13: That the New South Wales Electoral Commission examine ways to allow vision impaired electors to cast a secret ballot, for example, through the use of e-voting and i-voting.</p>	<p>Implemented.</p> <p>Technology assisted voting was introduced for the NSW State Election 2011 and was extremely successful.</p>

RECOMMENDATION	ACTION
14: That the Committee request a reference in the life of the 54th Parliament to further, comprehensively review the Parliamentary Electorates and Elections Act 1912, including future options for voting using new technologies.	The Premier announced in Parliament on 26 June 2011 his intention to deliver a reference to the JSCEM to conduct a comprehensive review of the Parliamentary Electorates and Elections Act 1912 and the Election Funding, Expenditure and Disclosures Act, 1981.

In addition, the Joint Standing Committee in its review of the NSWEC's conduct of the 2008 Local Government Elections recommended the adoption of a Service Charter for the 2012 Local Government Elections. This recommendation was implemented for the 2011 NSW State Election.

## Performance against NSW State Election 2011 Targets

Following the election the NSWEC compared its actual performance against the performance targets set prior to the election. The NSWEC met 21 of the 30 Targets (70%). While some targets were not achieved, the NSWEC came close in almost all cases and the achievements made against these targets is set out in the section 'NSWEC's Performance Conducting NSW State Election 2011', on page 179.

The targets and performance achieved against each are summarised below.

### Summary of NSWEC Performance against Targets

TARGET	PERFORMANCE
<b>Election night vote counting: Legislative Assembly First Preferences*</b>	
9:00pm 80%	✓ (86%)
10:30pm 95%	✓ (97%)
11:00pm -	✓ (98%)
<b>Legislative Assembly Two Candidate Preferred*</b>	
9:00pm 60%	✓ (60%)
10:30pm 80%	X (76%)
11:00pm 95%	X (80%)
<b>Legislative Council *</b>	
9:00pm 30%	X (17%)
10:30pm 60%	✓ (68%)

TARGET	PERFORMANCE
11:00pm 90%	X (79%)
100% of electoral districts complete the distribution of preferences for Legislative Assembly within 48 hours of all votes being available (6pm Wednesday following election day)	X (38%)
Results information to be available to media outlets within five minutes of entering the NSWEC's systems	✓
For any recount of votes, the difference between the count and the recount for any candidate is less than ten votes	No recounts occurred
Number of successful Court challenges to 2011 election results is zero	✓
<b>Maximising Enrolment and Participation</b>	
89% enrolment of eligible citizens aged 17 – 25 years	X (86%)
94% enrolment amongst eligible citizens 26+ years	✓
Voter turnout exceeding the 2007 State General Election turnout of 92.7%	X (92.6%)
Minimum 10,000 votes are cast using iVote	✓
Automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register	✓ (42,172)
Initiatives such as automatic enrolment, iVote and 'on spot printing' of Legislative Assembly ballot papers are evaluated	✓
<b>Communicating democratic rights and responsibilities</b>	
Stakeholders could access accurate, timely and the necessary information to understand their rights and obligations and where to get help on electoral matters if needed	✓

TARGET	PERFORMANCE
Stakeholders' survey responses indicate satisfaction with services received, feedback from Sydney Town Hall polling place not varying significantly from that received for other polling places in NSW	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓
Submit the NSWEC's report to the NSW Parliament on the conduct of the NSW State General Election 2011 by the end of November 2011	✓
<b>Organisational Capacity</b>	
Return the Writs before the date required	✓
Adhere to the budget provided	✓
Reduced number of occupational health and safety incidents that lead to worker compensation claims compared to the 2007 State General Election	✓
Ordinary votes in 95% of polling places (taken from electors resident in the electoral district) do not vary from estimated numbers by more than 5% plus or minus	X (see Section 10 'Performance against Performance Targets' for detail of what was achieved.)
Election staffing allocations are within a range of plus or minus 5% of estimated requirements	X (see Section 10 'Performance against Performance Targets' for detail of what was achieved.)
Processing of 'How to Vote' materials completed in the shortest possible time with the target being within 24 hours	✓
Refunding of candidate deposits in accordance with legislative requirements completed by late May 2011	✓

Notes:

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

In assessing its performance the NSWEC sought feedback from all stakeholders. In addition to surveys the NSWEC provided an online

feedback facility. All complaints received from stakeholders were examined.

The surveys of electors and of iVote users were undertaken independently of the NSWEC. The NSWEC conducted surveys of candidates, election staff and media representatives. The methods used by the NSWEC were predominantly online surveys. The evaluations conducted by the research firms used online surveys as well as intercept and telephone interviews. The results of these surveys are provided in the chapters following.

## Challenges to the 2011 Election Outcomes

### Legislative Council Result

Ms Pauline Lee Hanson unsuccessfully contested the election as a candidate for Group J for the NSW Legislative Council held on 26 March 2011. On 5 May 2011 Ms Hanson lodged a petition to the Court of Disputed Returns disputing the validity of the election of Sarah Mitchell (nee Johnston) and Jeremy Buckingham, the last two successful candidates for the Legislative Council.

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

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

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



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

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

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

## Legislative Assembly Result for Wollongong Electoral District

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

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

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

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



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

## Engagement with Democracy

The term 'participation' is generally used in electoral administration in reference to electors and the term 'participation rate' typically refers to how many electors voted in an election as a percentage of the total number of enrolled electors.

The NSWEC in this report is using the term 'participation' to refer more broadly to engagement in the democratic process and is including in the discussion of participation, electors' engagement as demonstrated by enrolment and voting as well as trends in numbers of registered political parties and of candidates nominating for election to the NSW Parliament. The NSWEC believes that consideration of these trends is also useful for monitoring the community's engagement in the democratic system.

## Enrolment by Electors

The number of people on the roll for the NSW State Election 2011 was 4,635,810.

Relative to other States and Territories, NSW has the largest number of enrolled electors followed by Victoria, Queensland and Western Australia. Comparative enrolment information for each State and Territory as at the 2010 Federal Election is provided below.

Table 5: Electors on Federal roll at close of rolls by State and Territory, 2010 Federal Election.

State or Territory	Number Enrolled	%
New South Wales	4,611,228	32.7
Victoria	3,562,802	25.3
Queensland	2,719,746	19.3
Western Australia	1,362,177	9.7
South Australia	1,105,076	7.8
Tasmania	358,567	2.5
Australian Capital Territory	247,659	1.8
Northern Territory	121,005	0.9
Total	14,088,260	100.0

Source: Australian Electoral Commission, Submission to the Federal Joint Standing Committee on Electoral Matters, p22.

The NSWEC estimates that about 400,000 eligible New South Wales citizens are not on the electoral roll (about 10% of all eligible citizens). This percentage almost doubles for those aged 18-35 years. In addition, the NSWEC is aware that approximately 500,000 eligible voters move house each year and do not update their enrolment details.

Awareness of the growing gap between the numbers of NSW citizens enrolled and those eligible to enrol but who were not on the Australian Electoral Commission's Enrolment Register prompted legislative amendment to address this issue. This automatic enrolment and re-enrolment initiative (SmartRoll) is discussed under the section 'Innovations'.

In addition to automatic enrolment, the NSWEC has welcomed legislative change which enabled electors for the first time to be able to enrol on election day as well as vote. The provision enabled 20,960 electors to enrol and vote in the 2011 NSW State Election.

Getting electors on to the roll and to maintain their details is a constant challenge and new approaches to do this will always be required. SmartRoll is a modern solution to this ongoing challenge. The true benefits of SmartRoll will be seen at the 2015 NSW State Election.

Appendix A provides detail of enrolment for the NSW State elections of 2007 and 2011 by electoral district.

## Voting Participation by Electors

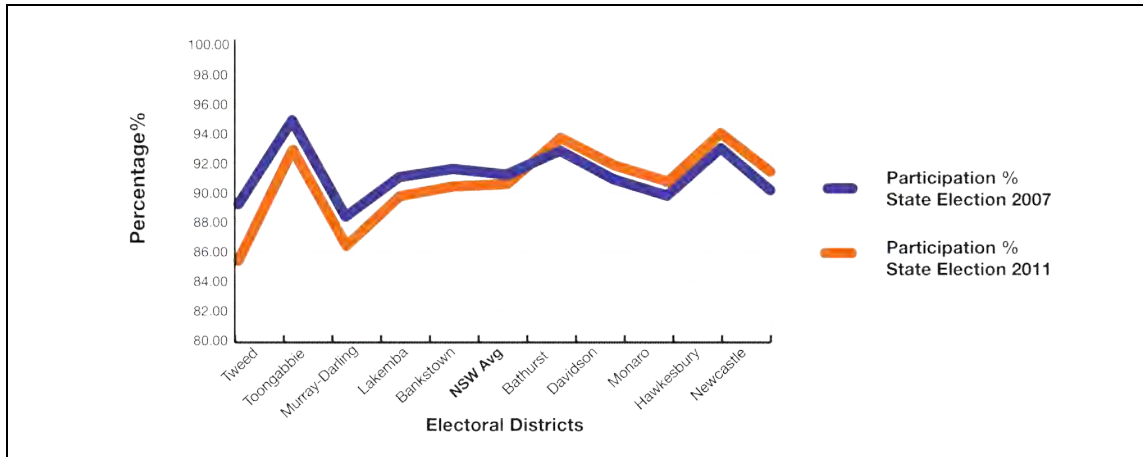
The 2011 NSW State Election saw a participation rate of 92.6%, a small percentage decrease in electors voting from 2007 of 0.1%.

Participation rates varied across NSW. The inner metropolitan electoral districts tended to have lower participation than non-metropolitan districts however, there are exceptions to this trend.

The electoral district with the highest participation was Hawkesbury with 95.1%. Other electoral districts with high participation rates included Camden (94.8%), Baulkham Hills (94.8%), Miranda (94.8%), Bathurst (94.7%), Kiama (94.6%), Mulgoa (94.6%), Tamworth (94.6%), Maitland (94.5%), Smithfield (94.5%), and Wollondilly (94.5%).

The electoral district with the lowest participation was Sydney with 83.9%. Other electorates with participation rates close to the lowest rate were Tweed (86.6%), Murray-Darling (87.5%), Vaucluse (87.8%), and Heffron (88.7%).

Districts showing the largest decreases in participation between the elections of 2007 and 2011 were Tweed, Toongabbie and Murray-Darling. Districts showing the largest increases in participation between these two elections were Newcastle, Hawkesbury, Davidson and Monaro.



Graph 2: Electoral Districts with Greatest Changes in Participation between NSW State Elections 2007- 2011.

The NSWEC undertook an analysis to see if the perceived closeness of the swing required to win or lose a seat had an effect upon participation. Overall, it appears that there was a small impact on participation with an increase of 0.32% in those seats which were and could have been perceived to be close against -0.08% impact overall.

The participation rate seen in NSW is comparable to that of other jurisdictions. The 2010 Federal Election saw a participation (turn out) rate of 93.2%. The Victorian State Election in 2010 had a participation rate of 92.9%. The 2010 South Australian Election saw a participation rate in the Legislative Assembly of 92.9% and House of Assembly participation rate of 92.8%.

Appendix B provides detail of participation rates for each NSW electoral district.

## Participation by Parties and Candidates

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

- Australian Democrats (NSW Division)
- Australian Labor Party (NSW Branch)
- Building Australia Party
- Christian Democratic Party (Fred Nile Group)
- Country Labor Party

Family First NSW Inc  
 Liberal Party of Australia (New South Wales Division)  
 National Party of Australia – NSW  
 No Parking Meters Party  
 Outdoor Recreation Party  
 Restore The Workers' Rights Party  
 Save Our State  
 Shooters and Fishers Party  
 Socialist Alliance  
 The Fishing Party  
 The Greens  
 Unity Party

Appendix C details how many candidates each party nominated and how many were elected in the Legislative Assembly and the Legislative Council.

The numbers of candidates nominated in each election since 1995 are shown in the following table.

Table 6: Number Candidates Legislative Assembly and Legislative Council, NSW State Elections 1995 to 2011.

NSW State Election	Legislative Assembly	Legislative Council
2011	498	311
2007	537	333
2003	660	284
1999	732	264
1995	456	99

The numbers of candidates standing for election in the period 1995 to 2011 have declined since 1999 in the Legislative Assembly. Nominations for the Legislative Council have generally increased since the 1995 election but have seen a small reduction (6.6%) since the 2007 State Election from 333 to 311.

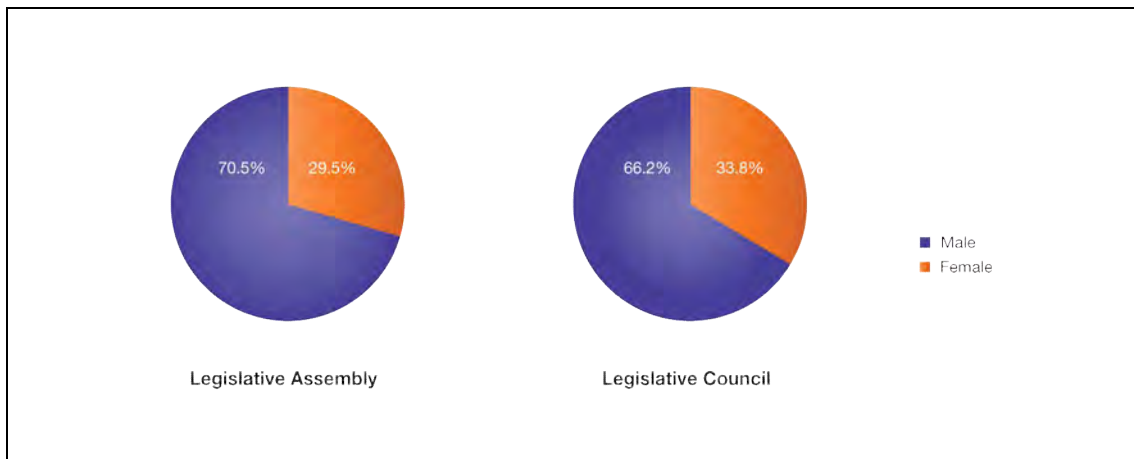
A total of 809 candidates nominated for the 2011 election. Of these 38.4% stood for the Upper House or Legislative Council, the remainder (61.6%) sought election in the Lower House (Legislative Assembly).

The characteristics of the candidates in terms of age and gender were similar between the Legislative Assembly and the Legislative Council. The age range was 18 – 84 years for the Lower House and 19 – 87 years for the Upper House. The most common ages amongst these two groups of candidates were 41 and 59 years (19 candidates each) in the Legislative Assembly and 60 years (14 candidates) in the Legislative Council.

Table 7: Nominations Legislative Assembly and Legislative Council by Gender NSW State Election 2011.

	Legislative Assembly		Legislative Council		Totals	
	No.	%	No.	%	No.	%
Female	147	29.5	105	33.8	252	31.1
Male	351	70.5	206	66.2	557	68.9
Total	498	100	311	100	809	100

More female candidates stood for election in the Upper House than the Lower House. Overall women comprise slightly less than one-third of candidates. The table following provides greater detail.



Graph 3: Nominations Legislative Assembly and Legislative Council by Gender NSW State Election 2011.

The Australian Labor Party with Country Labor, the Liberal – National Party Coalition and The Greens each stood a candidate in each electoral district. The Christian Democratic Party stood candidates in 86 of the Legislative Assembly seats. Two parties only stood a candidate in one electoral district. These were the Australian Democrats and the Shooters and Fishers Party. Three political parties only stood candidates in the Legislative Council. These parties were Building Australia, No Parking Meters Party and Restore Workers' Rights Party.

Representation of candidates by registered political party standing for either the Legislative Assembly or the Legislative Council is shown below.

Table 8: Candidates by Registered Political Party NSW State Election 2011.

Registered Party Name	Legislative Assembly	Legislative Council	Total
Australian Democrats (NSW division)	1	18	19
Building Australia	-	18	18
Christian Democratic Party (Fred Nile group)	86	20	106
Country Labor	5	4	9
Family First	15	19	34
Australian Labor Party	88	14	102
Liberal Party of Australia (NSW)	73	10	83
The Nationals	20	5	25
No Parking Meters Party	-	18	18
Outdoor Recreation Party	3	16	19
Restore The Workers' Rights Party	-	15	15
Save Our State	2	18	20
The Shooters and Fishers' Party	1	18	19
Socialist Alliance	5	21	26
The Fishing Party	3	21	24
The Greens	93	21	114
Independent	91	15	106
No affiliation listed	12	40	52
Total	486	311	809

The average number of nominations across electoral districts was 6.5. No electoral district had less than three nominations. The electoral districts with the highest number of nominations were:

Charlestown	10
Parramatta	9
Balmain	8
Fairfield	8
Marrickville	8
Newcastle	8
Riverstone	8
Blacktown	7
Cessnock	7
East Hills	7
Macquarie Fields	7
Sydney	7
Toongabbie	7
Wallsend	7

Barwon and Murray-Darling each had the lowest number of candidates standing for election with three nominations each.

Details of number of Legislative Assembly nominations by electoral district are at Appendix D.

Table 9: Number and Proportion Independents NSW State Elections 2003 – 2011.

NSW State Election	No.	% Nominations
2011	103	20.7
2007	78	14.5
2003	97	14.5

In 2011 the total number of Legislative Assembly nominations (498) was lower than in 2007 (537), however the 2011 State Election saw the number of independent candidates increase from 14.7% (78) of nominations in the 2007 State Election to 20.7% (103) in 2011.

The electoral districts with the highest number of independent candidates were Balmain and Charlestown each with four. For Balmain this was an increase of two since 2007 and an increase of one in Charlestown from 2007. In 2007 Newcastle had the greatest number of independent candidates (five).

Eight electoral districts (Cessnock, Macquarie Fields, Fairfield, Bankstown, Auburn, Newcastle, Parramatta and Riverstone) each had three independent candidates (some of which indicated 'unaffiliated' rather than 'independent'). A further 19 electoral districts each had two independent candidates.

Information on the number of Legislative Assembly nominations by electoral district is provided at Appendix E.

Details of the candidates standing for election to the Legislative Council in the 2011 election are provided in Appendix F.

## Formal and Informal Voting

At the 2011 NSW State Election, informal votes increased from 2.8% in 2007 to 3.2% in the Legislative Assembly. The informal vote in the Legislative Council fell from 6.1% in 2007 to 5.4% in 2011.

Informal voting in NSW is lower in the Lower House than the Upper House. Since 1995 the NSW trend has been for informal voting to decline with the exception being the 2011 election. In the Legislative Council there is no discernable trend with rates varying between elections with the

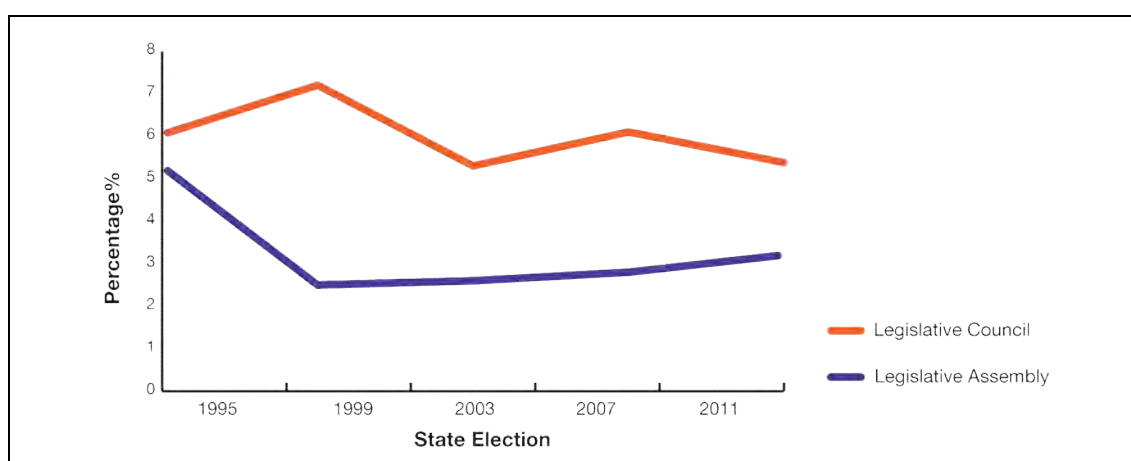
range being 7.1% (1999) to 5.3% (2003) over the five elections from 1995 to 2011.

The table following shows informal voting in the NSW Legislative Assembly and the Legislative Council in elections since 1995.

Table 10: Informal Voting Legislative Assembly and Legislative Council, NSW State Elections 1995 – 2011.

NSW State Election	Legislative Assembly %	Legislative Council %
2011	3.2	5.4
2007	2.8	6.1
2003	2.6	5.3
1999	2.5	7.2
1995	5.2	6.1

Appendix G provides data on informality rates in each electoral district for the NSW State Elections of 2007 and 2011



Graph 4: Informal Voting NSW State Elections 1995 – 2011.

The reasons typically provided for the very high informality rate in the Legislative Council in 1999 are the number of candidates and the size of the ballot paper (known since as the 'tablecloth ballot paper').

In the 2011 NSW State Election, across the 93 electoral districts 17 districts (18.3%) decreased in informality and 76 districts increased (81.7%). Of the 76 districts showing increases in informal voting, the average increase was 0.6%.

The highest rate of informality was in the Fairfield (6.5%) district followed closely by Bankstown (6.4%).



The ten electoral districts with the highest informality rates were:

Fairfield	6.5%
Bankstown	6.4%
Liverpool	6.1%
Smithfield	5.4%
Mount Drutt	5.4%
Lakemba	5.2%
Auburn	5.0%
Macquarie Fields	5.0%
Shellharbour	4.7%
Cessnock	4.7%

The electoral district with the lowest informality rate was the Northern Tablelands (1.2%) followed by Tamworth (1.5%).

The ten lowest informality rates were recorded for the electoral districts of:

Northern Tablelands	1.2%
Tamworth	1.5%
Ku-ring-gai	1.7%
Port Macquarie	1.9%
Dubbo	1.9%
North Shore	2.0%
Lismore	2.0%
Davidson	2.1%
Ballina	2.1%
Clarence	2.1%

The electoral districts that showed the greatest increase in informality since 2007 were Fairfield; Cessnock; Liverpool; Shellharbour; Bankstown; Wyong; Albury; Goulburn; Riverstone; Tweed; Wollondilly; Bega; Lakemba; Heathcote; The Entrance, and South Coast.

Electoral districts showing improved formality rates were in metropolitan areas with the exception of Monaro and Dubbo. Overall there were 17 electoral districts which showed a reduced informality vote. The electoral districts that showed the greatest decrease in informality since 2007 were Davidson; Maroubra; Heffron; Toongabbie; Rockdale; Dubbo; Ku-ring-gai; Vaucluse; Drummoyne; North Shore; Marrickville; Monaro; Canterbury; Coogee; Balmain, and Wollongong.

## Informal Voting in Other Jurisdictions

The rate of formal and informal voting in the 2011 NSW State Election compares well with that of other jurisdictions with recent elections.

The 2010 Victorian and Federal elections saw an increase in the rate of informal votes. While the Federal election saw increases in both the Upper and Lower Houses, NSW and Victoria saw increases in the Legislative Assembly but decreases in the Legislative Council. The 2010 South Australian Election saw a reverse trend with the informality rate decline for the House of Assembly (from 3.6% in 2006 to 3.3% in 2010) but the informality rate increase for the Legislative Council (from 5.2% in 2006 to 5.8% in 2010).

In Victoria, the informal voting rate for the Legislative Assembly was 4.96%, the highest ever recorded for a Lower House election and an increase from the former record of 4.56% in 2006. In contrast, the informal voting rate for the Legislative Council fell from 4.28% in 2006 to 3.38% in 2010 – the lowest rate since 3.37% recorded in 1999.

The 2010 Federal Election saw an increase in informality of 1.6% from the 2007 Federal Election to 5.5% (729,304 votes) for the House of Representatives. Senate informality was 3.8%, an increase of 1.2% from 2007 (495,160 votes). The highest numbers of informal votes in the 2010 Federal Election were in NSW, Victoria and Queensland as would be expected as the most populous States.

In the 2010 Federal Election, the ten electorates with the highest informality were all in western Sydney where these electoral districts also tended to return higher levels of informal votes in the 2011 NSW State election. In the 2010 Federal Election, the informality rate varied from 8.1% to 14.1% for these electorates whereas the 2011 NSW rates for those areas were between 3.9% and 6.5%.

## Influences on Informality

Informality in NSW State elections tends to be lower than in Federal elections. Unlike the Federal system where full preferential voting exists, NSW has optional preferential voting in the Lower House. This is generally recognised as making it easier for electors to vote formally.

Across NSW electoral districts, informality rates were consistently lower in postal votes than in any other category of vote type.

In addition to looking at patterns between the Upper and Lower Houses and over time, the NSWEC also undertook an analysis to see if the perceived closeness of the swing required to win or lose a seat had an

effect upon the level of informal voting. Overall there was no perceivable effect on informality according to whether the seats were and could have been perceived to be a close contest.

The links between English language proficiency and informal voting were noted in the Federal Joint Standing Committee Report on the 2010 Federal Election. The same trends are apparent in the data arising from the 2011 NSW State Election though to a lesser extent. Six of the ten electoral districts shown above to have the highest informality rates are also districts where the 2006 census showed high proportion of 'language other than English' as the language spoken at home. These electoral districts were Fairfield, Bankstown, Liverpool, Mount Druitt, Smithfield and Lakemba.

The NSWEC has not undertaken detailed examination of the ballot papers in earlier elections to examine informal ballot papers to be able for example, to indicate if informal voting was a result of intent or an unintentional failure to vote formally. In 2011 however, the NSWEC conducted an informal ballot paper survey of Legislative Assembly ballot papers in a sample of 14 State electoral districts representing a cross section of electoral district types. A particular focus was to see if informal voting trends are markedly different in districts with high culturally and linguistically diverse communities.

The sample was made up of six districts that did not have high concentration of culturally and linguistically diverse communities but which had an increase in formality from 2007 (two districts) and four districts that either had low informality or not much change since 2007. The remaining eight districts were those with high culturally and linguistically diverse profiles where there had been an increase in formality since 2007 (five districts) or a decrease in formality (three districts).

The findings indicate that while districts with high culturally and linguistically diverse populations overall have more electors voting informally than other electoral districts, the type of informal votes across intentional and non-intentional informal categories were not strikingly different between districts with or without such populations. In all 14 districts intentional informal votes were between 70.4% and 88.9% of all informal votes with a slight tendency for districts with high culturally and linguistically diverse populations to have marginally less.

The data indicated that for all districts surveyed only between 0.2% and 1.4% of electors' votes surveyed appeared to have attempted to cast a formal vote. The majority of informal votes in this sample appear to be a result of an intentional desire to vote informally. This result is different from those found by the AEC in their surveys of Federal Lower House ballot

papers where the findings have indicated that informal votes were made unintentionally.

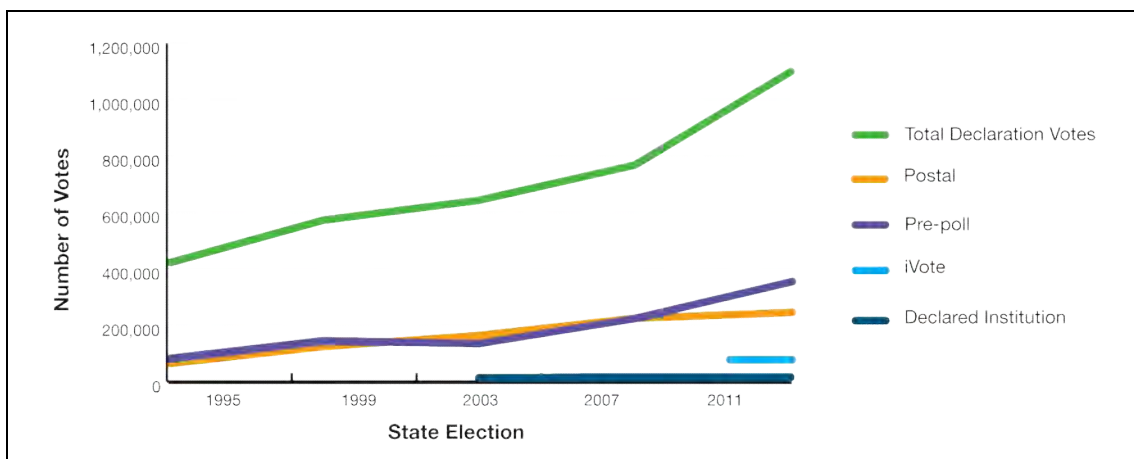
The different electoral jurisdictions have a broad array of techniques in place to reduce informality. South Australia uses 'ticket voting' and in the ACT a technological solution exists for electronic voting where electors are informed their vote is informal and are given an opportunity to correct it before it is cast. Both NSW and Victoria have detailed provisions for the layout and wording of how-to-vote cards to address the effects of potentially inadvertently misleading how-to-vote cards.

The NSWEC is considering a wider survey of informal ballot papers in all NSW electoral districts following the next NSW State Election in 2015 to test the indicative findings of this survey and to assist it develop strategies to reduce the rate of unintentional informal voting.

## Trends in Early Voting

In the 2011 NSW State Election almost three quarters (74.3%) of the votes were taken on election day that is, electors attended a polling place typically in their electoral district but possibly at the Sydney Town Hall, to cast their vote. This represents the lowest attendance voting since 1995.

The NSWEC analysed NSW patterns in voting over the four State elections from 1995 to 2011. This analysis showed from the 1995 election, the numbers of pre-poll and postal voting in NSW have increased; postal voting by 281.8% and pre-poll voting by 427.5%.



Graph 5: Trends in Early Voting NSW State Elections 1995 to 2011.

The tables below provide the numbers and percentages for the different types of votes from the NSW State elections over the years 1995 to 2011.

Table 11: Proportion of Total Votes by Vote Types NSW State Elections 1995 to 2011.

Voting methods	1995	1999	2003	2007	2011
	%	%	%	%	%
iVote	-	-	-	-	1.1%
Postal	1.8%	3.2%	4.2%	5.5%	5.7%
Pre-poll	2.3%	3.8%	3.4%	5.5%	8.2%
Declared Institution	n/a	0.4%	0.3%	0.4%	0.3%
Early Voting Totals	4.1%	7.4%	7.9%	11.4%	15.3%
Ordinary	88.2%	84.6%	83.6%	81.1%	74.3%
On the day voting Totals	88.2%	84.6%	83.6%	81.1%	74.3%
Section/ Silent	n/a	0.1%	0.2%	0.1%	0.3%
Enrolment New	-	-	-	-	0.5%
Absent	7.7%	7.9%	8.3%	7.4%	9.5%
Other methods of voting Totals	7.7%	8.0%	8.5%	7.5%	10.3%
Totals	100.0%	100.0%	100.0%	100.0%	100.0%

Appendix H provides the numbers of votes for these types of votes over the elections in the period from 1995 to 2011.

In the 2011 NSW State Election, the various forms of pre-poll voting (pre-poll, postal, declared institutions and iVote) comprised at least 15.4% of total votes. Nearly one in ten voters (9.5%) voted out of their electoral district and were counted as 'Absent votes'. This is outlined in the table following.

Table 12: Votes taken by Vote Types NSW State Election 2011.

Vote Type	%	Actual votes
Total Ordinary Votes (a)	74.3	3,188,142
Absent	9.5	409,035
Pre-poll Ordinary	8.2	352,741
Postal	5.7	245,411
iVote	1.1	46,862
DI Ordinary	0.4	14,880
Silent	0.1	4,509
Section (b)	0.2	8,055
Enrolment New	0.5	20,960
Grand Totals	100.0	4,290,595

Notes:

a) ordinary votes taken

b) Section includes 'Name Not On Roll' and 'Name Already Marked As Voted'

iVote comprised only 1.1% of total votes and 'enrol and vote on day' made up 0.5% of total votes. The smallest numbers of votes taken were in the groups 'Declared Institution Ordinary' and 'Silent/Section' votes.

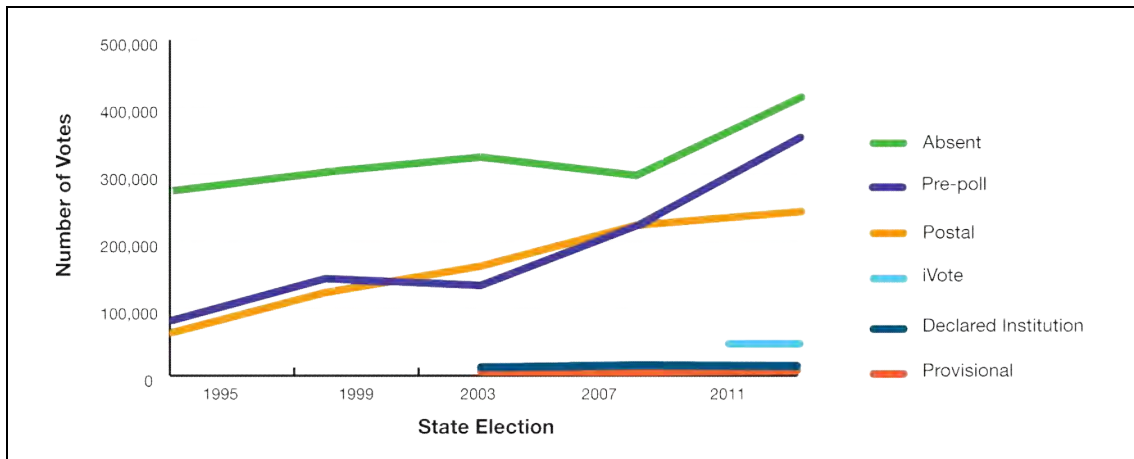
The total number of applications received for postal voting was 317,216 of which 245,295 were returned and accepted in the count. The number rejected from inclusion in the count was 13,901. Of the total number of postal voters 25.1% were registered general postal voters who do not have to re-apply each election for a postal vote.

The ten electoral districts with the highest usage of postal votes were predominately in metropolitan Sydney (nine of the ten) and the 25 electoral districts with the highest usage of postal votes were metropolitan Sydney and the central coast. This was reflected in the general elector survey which showed, of those who voted prior to election day, electors in metropolitan cities were more likely to use postal voting rather than attend a voting location.

The electoral district with the highest number of postal votes was Parramatta. The electoral district of Monaro was the rural district with the highest number of postal votes.

Efforts to report accurately the changes in forms of early voting are complicated by the changes to the form of 'declaration' votes. Legislative change meant that declaration envelopes were dispensed with for some forms of voting previously known as 'declaration votes'. In the part, for example, votes taken from residents in declared institutions were included in the category 'declaration votes'. But in 2011 if the resident was in a declared institution within their enrolment district, their votes were included with the category 'ordinary votes' and admitted directly to the ballot box and did not require the elector to sign and place their vote within an envelope.





Graph 6: Declaration Votes issued NSW State Elections 1995 to 2011.

To reduce possible delays in declaring results the NSWEC commenced the count of pre-poll (ordinary) votes on election night where possible in a break from previous practice. This process was satisfactorily completed however it added a considerable workload to election staff already coping with the challenges of counting Legislative Assembly and Legislative Council votes. The NSWEC will weigh up the relative advantages and disadvantages of undertaking election night counting of pre-poll (ordinary) votes prior to the next election.

## Comparison to Other Jurisdictions

These trends are not isolated to NSW alone. In Victoria, postal voting and early voting over two State elections (2006 and 2010) increased by 91.4% and there was an early voting increase of 202.2%. Comparable figures for NSW show postal voting has increased by 150.5% (245,411 votes in 2011) and early voting has increased by 212.6% (659,894 in 2011).

The 2010 Federal Election and the Victorian and South Australian elections also held in 2010 all saw increases in the number of voters using early voting options. In 2011, NSW saw the same trend.

In Victoria, there were 559,857 votes cast at early voting centres prior to election day, more than twice the number of votes cast at early voting centres in 2006. In South Australia, there was a 60% increase from 23,419 pre-poll votes in 2006 to 37,464 in 2010. Evidence from AEC exit polls suggests that convenience is a key factor in electors' decisions to cast pre-poll votes.<sup>1</sup>

<sup>1</sup> Australian Electoral Commission exit surveys found that over a quarter of voters surveyed reported convenience as a reason for pre-poll voting.

## 'Enrol and Vote' on election day

On the day enrolment and voting was available for the first time in NSW as part of the 2011 State Election (subject to appropriate proof of identity and, where relevant, citizenship). It was also possible to enrol and vote at pre-poll locations throughout NSW. This represented a significant change to traditional practices and provided a means at polling places to re-enfranchise electors unaware that they had been objected from the roll. It also supplied a final option for electors who have been contacted through SmartRoll but had not responded.

Existing electors however were not able to change their address details and vote on the basis of updated details. Already enrolled electors even if their enrolment details were out of date, needed to vote on the basis of details as at the close of polls.

The NSW total 'enrolment new votes' taken at the 2011 State Election was 20,960 or 0.5% of total votes taken. These were votes by electors who were previously not on the roll (either never enrolled or name had been removed from roll prior to this election) and enrolled at a pre-poll location during the early voting period; or enrolled on election day at a polling place; and subsequently voted.

Analysis by electoral district was not possible unfortunately due to difficulties in the recording systems. Future elections will address this enabling accurate identification of usage of this enrol and vote option across the 93 electoral districts.

The NSWEC sees election day enrolment as an essential part of the direct enrolment and update strategy. Election day enrolment provides an opportunity for electors who have been directly enrolled or updated to update incorrect details. It also enables electors not affected by direct enrolment and update but who attend a polling place to enrol and vote on polling day. The outcome is that the notion of a 'close of roll' date is no longer relevant.<sup>2</sup>

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<sup>2</sup> Australian Electoral Commission, 'Direct Enrolment and Update. Research brief', Version 0.9, Australian Electoral Commission, 5 August 2011, Canberra.

## Providing a Guide to Likely Election Outcomes – Two Candidate Preferred and Two Party Preferred Counts

After the 2007 NSW State Election, there was some confusion regarding the 'two candidate preferred' count. The issue of reliability of the Two Party Preferred count based on the Two Candidate Preferred count rather than the Distribution of Preferences outcomes, was raised also.

The approach taken for the March 2011 election was to do a full Two Candidate Preferred count as part of the Sunday check count for both polling place and declaration votes. This ensured that the Two Candidate Preferred and First Preference formal votes total would match.

The criteria for selecting Two Candidate Preferred candidates for the March 2011 election was to select the expected last two candidates in a count if a Distribution of Preferences was done, when the district was not won on first preference. Where the district was won on first preference, then the Two Party Preferred candidates were selected as the Two Candidate Preferred candidates. This approach concerned some Green and Independent candidates who believed they should have been in the Two Candidate Preferred count as they were one of the expected last two candidates. To address this concern, the NSWEC conducted an additional 17 Two Candidate Preferred counts post election for 17 Green and Independent candidates.

The NSWEC changed Two Candidate Preferred candidates for the five districts after election night for districts that would not be won on first preference. These were Hornsby, Lake Macquarie, Newcastle, Sydney and Wollongong. Full distribution of preferences was undertaken for 42 electoral districts not won on first preference.

To obtain Two Party Preferred results as soon as possible after the 2011 election allowing the calculation of state wide swings, the NSWEC published Two Party Preferred results on 16 April 2011. This was achieved by selecting as many Two Candidate Preferred candidates as Two Party Preferred on election night and post election night as possible. During the check count following election day, some 83 districts were Two Party Preferred, leaving only 10 which needed an extra Two Party Preferred count.

Identifying the number of seats won by parties on election night and post election night was undertaken for the first time in 2011. It was difficult to do progressively through the night and required intervention especially

when the selected Two Candidate Preferred candidates were not the most likely last two candidates that would have been in the count had a full distribution of preferences been undertaken. The NSWEC's results site was set up to use Two Candidate Preferred results to determine the winning candidate. In hindsight, it should also use the First Preference results and allow one or other of the Two Candidate Preferred or First Preference to be selected as the basis for the decision of which candidate was most likely to win the seat.

The swing in each seat on election night and post election night proved problematic to identify due to the difficulties in establishing a benchmark candidate against whom the swing could be measured. There is significant debate regarding the determination of a suitable measure when an independent or party not one of the last two in the count at previous elections became one of the last two candidates in the count. Also the occurrence of an intervening by-election adds complexity to this selection. A few complaints were received relating to the selection of candidates for the Two Party Preferred count.

Many candidates offered comments and suggestions on 'Two Candidate Preferred' counts. The following reflect the issues raised:

"The counting of votes on election night has a default to Liberal/Labor for the two party preferred count. This was not representative of seats where the two leading candidates were Labor/Green or Independent or Liberal/Green or Independent. The counting of votes and the reporting of this should accurately reflect what the voters have voted for, and if this is not for a two party preferred between only Labor and liberal candidates, this should be reflected at ALL stages of the vote counting and reporting process."

"I was disappointed that several electorates were misled by the two party preferred structure of the (web)site. In Vaucluse the Greens outpolled Labour by a significant amount and did so in the last election and this was not only indicated but Labour instead was shown with our preferences. The Greens, who outpolled labour in every booth with one exception were not even shown. We had requested to be included in the two party preferred prior to the election but this was denied. This had a significant impact on our voters who want to see where their votes actually go and disadvantaged us post election and perhaps for future elections. The two party preferred mechanism should be accurate or scrapped."

The directions the NSWEC proposes to take to address these issues for the 2015 NSW State Election are discussed in the section 'Future Directions'.

# NSW State Election 2011

## Communication Campaign

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

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

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

The communication campaign commenced 21 February 2011 with enrolment as the first press message. Advertising via television, radio and the internet followed in early March. The messages, advertising timeframes and medium used are provided below, further details are at Appendix I.

## NSW State Election 2011 Advertising Campaign Schedule

Message	Media Form	Start	Finish	Detail
Enrolment	Newspaper	21 February	4 March	Plus media for groups traditionally less well represented
	Television	28 February	6 March	Plus media for groups traditionally less well represented
	Radio	28 February	6 March	Plus media for groups traditionally less well represented
	Internet	28 February	11 March	
iVote	Newspaper	20 February	5 March	
Issue of Writ	Newspaper	7 March		
Call for nominations	Newspaper	7 March		
Register 'How-to-Vote' material	Newspaper	11 March	11 March	
Pre-poll and postal voting	Newspaper	10 March	16 March	Plus media for groups traditionally less well represented
	Television	12 March	17 March	Plus media for groups traditionally less well represented
	Radio	12 March	18 March	Plus media for groups traditionally less well represented
	Internet	7 March	20 March	
iVoting for overseas voters	Internet	17 February	22 March	
Interstate and overseas voting	Newspaper	15 March	15 March	



Message	Media Form	Start	Finish	Detail
Candidates for Legislative Assembly and Legislative Council	Newspaper	14 March	17 March	
'How to vote' for Legislative Assembly and Legislative Council	Newspaper	17 March	24 March	
Remember to vote	Newspaper	23 March	24 March	Plus media for groups traditionally less well represented
	Television	21 March	25 March	Plus media for groups traditionally less well represented
	Radio	23 March	26 March	Plus media for groups traditionally less well represented
	Internet	21 March	25 March	
Results of Legislative Assembly and Legislative Council elections	Newspaper		Friday 15 April	

The NSWEC's and EFA's advertisements are at Appendix J. Also, the NSWEC engaged with the community by:

- seeking feedback from registered political parties and elected Members of Parliament on the number and location of polling places;
- engaging with advocacy groups on services required by special groups in the community;
- actively promoting participation for all groups in the community;
- establishing online mechanisms for enquiries and feedback including complaints of allegations of unlawful activities, to be raised with the NSWEC; and
- seeking feedback from all stakeholders on electoral services and the performance of the NSWEC.

## Using Digital Advertising and Social Media for the NSW State Election 2011

For the first time the NSWEC used the new forms of communication provided by social media and digital advertising to increase awareness of the election.

Due to the rapidly increasing use and acceptance of the internet as an information and communications medium, as well as the relative decline in the effectiveness of traditional forms of media, it was felt that digital advertising and social media should be included as communications channels for the NSW State Election 2011. The investment in social media and digital advertising was \$369,000 for digital advertising and around \$32,000 for social media.

The results of these new forms of interaction were striking in maximising the distribution of election messages and the nature and quantity of responses.

### Digital Advertising

Digital advertising delivered a huge number of banner advertisements to internet users raising awareness of the election and delivering a direct 'clickthrough' to the NSWEC website for further action and information. The interest it engendered through subsequent actions such as going to the NSWEC's website or posting comments or blogging was directly measurable.

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

Copies of digital advertisements are at Appendix J.

A summary of the digital advertising campaign is presented below.

Table 13: Digital Advertising Campaign Snapshot NSW State Election 2011.

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

Notes:

(a) The total number of times the digital advertisements appeared (includes rich media, standard and default impressions)

(b) Total number of unique users exposed to the advertisement once only

(c) The total number of times that users clicked on an advertisement

(d) The average number of times a user was exposed to the advertisement

(e) The percentage of Total Clicks of total impressions. (Clicks/Impressions)

Throughout the campaign, advertisements were served 108,153,094 times to 22,475,766 unique browsers. This delivered 63,657 people directly to the NSWEC's website through the links provided. This shows the advertisements generated interest through direct recorded action. It is difficult to obtain such data for traditional forms of advertising in the press or on television without investing in specifically focussed surveys.

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

The digital pre-poll and postal message delivered 40 million impressions reaching 8.2 million unique browsers at a frequency rate of 4.87; meaning that 8.2 million people saw the pre-poll and postal voting

advertisements more than four times. This resulted in over 22,00 direct 'clickthroughs' to the NSWEC website for further information.

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

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

## Social Media

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

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

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

Facebook followers peaked at around 1,100 on election night. Twitter followers numbered around 300. Despite the fact that there have been no posts since the return of the Writs there are still over 1,000 and 300 followers respectively.

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

It was important to have a social media presence in order to aggregate comments about the election and to be an active part of the conversation around the election.

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

The feedback received via social media communicated the dissatisfaction around the SMS 'Reminder to Vote' going through twice late in the evening and into the early morning without the option of unsubscribing. Other negative feedback concerned the lack of a phone application for android phones and that the website was not optimised for mobile phone use in general. Lastly, people were frustrated with not being able to use iVote and that it was only available for voters who met certain criteria.

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

## NSW State Election 2011 Resource Management and Governance

### Cost of the NSW State Election 2011

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

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

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

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

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

Table 14: Aggregated 2009/10 - 2010/11 Operating Expenditure Items, NSW State Election 2011.

Expenditure item	\$s	%
Election Staffing (incl ROs/ROSOs)	18,523,678	45.2
Supply & Logistics	5,097,989	12.5
Stakeholder Communications	3,689,303	9.0
Accommodation (RO, pre-poll, polling place)	3,651,489	8.9
Ballot Paper Production	2,879,342	7.0
Legislative Council	2,037,643	5.0
Governance	1,333,928	3.3
IT System	1,001,810	2.5
Early Voting	690,684	1.7
Results and VTR	399,006	1.0
Compulsory Voting	339,735	0.8
Standard Operating Procedures	334,574	0.8
Enrolment	327,800	0.8
iVote Operating	268,619	0.7
Nominations	254,962	0.6
Political Party Registration	86,197	0.2
Total	40,916,759	100.0

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

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



Table 15: Capital Expenditure Financial Years 2008/09 - 2010/11 NSW State Election 2011.

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

The average cost per vote for the 2011 election was \$9.50 (excluding iVote). In 2007 it was \$9.50 per vote. The cost per elector was \$8.83 for the 2011 election, \$8.82 in 2007 and \$8.23 for the Penrith State By-election.

## Governance

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

Management of the funds was assigned to the State General Election Programme Board. The Programme Board decided on 72 projects to form the election programme. Progress against operational and financial budgets was managed using project management plans and project budgets. Some prioritisation of deliverables was necessary to match the available funds and was based on whether the project was critical to the delivery of the election, whether legislation demanded the deliverable, the cost/benefit of the project, other methodologies available and the cost of similar projects for prior elections.

Financial monitoring was enabled through weekly financial reports comparing actual spend and committed spend against budget. Significant variations over or under budget were reported at the fortnightly Programme Board meetings. Periodic full project forecasting exercises were conducted to ensure the election budget would not be exceeded and to consider any reassignment of financial resources.

CAPEX funds were managed by the Project Manager responsible for delivery. Financial governance was through the monthly reporting to the

NSW Electoral Commission's Management Committee chaired by Electoral Commissioner.

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

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

Given the significance of the expenditure and new product development, the NSWEC's Audit and Risk Committee chose the election management system, budget compilation and procurement processes as areas for audit review. 16 recommendations were made of which five were considered high risk. Management accepted all recommendations and worked to ensure their implementation before the March 2011 election where possible. If this was not fully achieved, management is implementing the agreed actions before the next major election event.

## The Right Staff in the Right Numbers in the Right Locations

Staff engaged for elections represent a major resource. All Electoral Commissions face difficulties in estimating the numbers of staff required, obtaining the right capabilities, allocating election officials across and within electoral districts and matching cultural and linguistic needs with available multilingual staff.

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

1. election preparation – up to 130 staff comprising employees and project-based contractors ;
2. election pending – approximately 500 employees (exclusive of head office personnel) in locations across NSW for four months prior to the election;
3. election day or peak level - approximately 23,000 employees in 2,800 locations plus roughly 130 staff in the central office; and

4. Election completion – up to 1,500 staff at Returning Officers' offices with up to 500 staff at either the NSWEC's head office or warehouse. These staff are involved in a range of activities from check counting and counting postal votes, responding to queries from electors, non-voters and candidates. The bulk of these staff complete their employment within four weeks of an election.

Recruiting, training and supplying the required equipment provide major organisational and logistical challenges.

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

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

## Sustainability

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

Recent initiatives however have seen electronic applications, such as the web based payroll and recruitment systems, SmartRoll, the electoral management application and online e-learning programmes allow information to move throughout the organisation and to stakeholders via an electronic workflow.

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

- contracts for the purchase of ballot boxes and voting screens made of recycled content;

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

In the past the authorised rolls were printed on 90gsm paper to ensure mark-offs would not be visible on the other side of the page and affect scanning accuracy for both sides of the page. Thorough investigation found that this quality of paper was not required as the marks, if visible, would appear in the areas that are not scanned. This meant that for the 2011 State Election the NSWEC was able to use 80gsm paper for printing of all rolls.

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

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

In another sustainability positive move, the NSWEC provided online access to an information brochure rather than post out 4.7 million brochures that potentially become landfill. Electors could access the brochure through the NSWEC website, confirming their correct enrolment at the same time. This facility was viewed more than 450,000 times. Electors could read on screen their local polling place locations, saving a copy of the brochure electronically and/or printing a paper copy. The brochure used minimal colour or ink to reduce the costs and wastage on elector's computers if printed.

Table 16: NSWEC's Sustainability Initiatives NSW State Election 2011.

Item	2011 Quantity	Recycled Content	2007 Quantity	Reduction
Ballot Papers	195 tonnes		219 tonnes	11%
Printed Rolls	3703 reams		5,190 reams	29% 1,487 reams
Pre-poll voting changed from Declaration vote to Ordinary vote	Nil	N/A	1 declaration envelope per vote	352,741 envelopes

Item	2011 Quantity	Recycled Content	2007 Quantity	Reduction
Polling place cardboard		Increase in recyclable content to 100%		Raw material reduction of over 100,000m2 of cardboard
Postal Vote Online application	26,604		2 pages and 1 envelope per application	106.5 reams 26,604 envelopes
Returning Officer recruitment paper free (except for acceptance letter/contract)	1005 applications lodged on-line, replied to electronically 170 face to face interviews, booked electronically and notations made electronically 80 phone interviews, booked electronically and notations made electronically 250 letters of offer sent electronically 250 contracts posted - 1 page and envelope	N/A	5 pages per applicant electronically  1 page per interview  1 page per interview  4 pages and envelope per offer  1 page and envelope per contract	12.5 reams 1,500 envelopes

Item	2011 Quantity	Recycled Content	2007 Quantity	Reduction
Venue procurement	Online lease and procurement process		1300 pages of documents	>2.6 reams
Elector Brochure	Available on-line		4,374,029 A4 page and envelope	8748 reams >4.3M envelopes
Polling Place Location Maps	Online maps available		Paper maps only	
Non-voter notifications				Reduced by iVote option
Total				Almost 74 Tonnes

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

The externally undertaken survey of electors' satisfaction with the NSWEC's conduct of the NSW State Election found that 72% of those who voted thought the NSWEC provided sufficient opportunities to recycle election material.<sup>3</sup>

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

<sup>3</sup> Report on Elector Satisfaction 2011 NSW State Election Ipsos-Eureka, April 2011 p32.



# ivote



Innovations in Electoral Practices

## Automatic Enrolment and Re-enrolment

The NSWEC manages the electoral roll with the AEC. Until recently, eligible citizens had to initiate action to become enrolled and/or update their address details.

In 2006, the NSW Joint Standing Committee on Electoral Matters was asked by the NSW Government to inquire into the level of voter enrolment in New South Wales, particularly among young people and any other groups with special needs. The Committee was also asked to consider any additional strategies to maintain or improve the level of voter enrolment and subsequently recommended to the Government that it investigate the feasibility of a 'smart enrolment system'. The Joint Standing Committee placed a particular emphasis on youth and on disadvantaged citizens (Aboriginal and Torres Strait Islanders, people with a disability, the unemployed, the homeless and those in care facilities).

In 2008, NSWEC ran a small trial at Ultimo and Granville TAFE campuses in Sydney to see if existing data sources could accurately identify students who were eligible for enrolment but who were not currently on the NSW electoral roll. The project also studied the students' reaction to the initiative and the use of modern communication options such as SMS and email. The trial was positive with the majority of the participants surprised that automatic enrolment was not in place already and comfortable with receiving requests for information or action via SMS or email.

Development progressed with detailed design, hardware and software tendering, systems development and testing from the financial year 2008/09 onwards. Called 'SmartRoll', the system was ready for implementation in September 2010.

The Parliamentary Electorates and Enrolment Amendment (Automatic Enrolment) Act 2009 commenced in September 2010 to allow direct enrolment of electors and removal of the need for electors to complete a written application form for enrolment or to change address details. The Act also allowed new enrolment and voting to occur up to, and on, election day for Parliamentary elections. This legislative amendment also removed the concept of a 'close of rolls' date as electors not already on the roll were able to enrol up until 6.00 pm on election day. The situation varied for existing electors who, for the 2011 election, could not change their existing enrolled address after the Writs were issued.

The original goal for the SmartRoll project for the 2011 Election was to add 200,000 (of the then 450,000) eligible but unenrolled electors onto the NSW Electoral Register before March 2011. The late commencement

of the legislation delayed that level of SmartRoll enrolment. The delay did however allow further analysis of the potential pool of electors eligible to be enrolled but not enrolled correctly (approximately 400,000 at any one time) or those who had never been enrolled at all (estimated to be between 350,000 to 400,000). The amended 2011 NSW State Election target became up to 40,000 electors to be 'smartrolled' by the election.

The SmartRoll system:

- accesses and loads data from other agencies;
- uses data matching to produce a list of eligible but unenrolled or incorrectly enrolled people to process;
- manages contact with electors, initially by a rolling SMS, email or letter process;
- updates the system once an enrolment is made and supply new enrolled data to the Australian Electoral Commission; and
- produces 'roll products' for specific election events when needed.

NSWEC began by working with the NSW Board of Studies (for Higher School Certificate students typically 17-18 years old), the Roads and Traffic Authority (for those applying for drivers' licences and changing their addresses) and the Office of State Revenue (for participants in the First Home Owners Scheme). Data was cross-referenced with birth and death information from the NSW Registry of Births, Deaths and Marriages.

Initial pilot batches of potential SmartRoll enrollees began in October 2010. Numbers were small (the first two batches totalled 152), with data coming from the Board of Studies, Roads and Traffic Authority and the First Home Owners Grant. The NSWEC advised these people of the proposal to place them on the electoral register by SMS (47), email (61) or post (44) and received only two objections.

After this response, batch numbers were increased to 500, then 1,000, followed by 5,000 and on one occasion, more than 10,000. NSWEC continued to use SMS, email and post to advise recipients of action underway to place them on the roll. By mid February 2011, NSWEC had contacted 45,407 people, resulting in 42,172 enrolments (a success rate of 93%).

Significant success was achieved with those aged 17 years (and turning 18 in time for the 2011 State Election). Prior to SmartRoll, there were 5,684 17 year old candidates on the NSW electoral roll. Following the pilot phase of SmartRoll, an additional 2,749 citizens aged 17 years joined the Register – an increase of 48%.

Through the SmartRoll initiative, 42,172 additional electors were placed on the NSW roll for the NSW March election than if the NSWEC had used the Federal roll. The table following provides information on the additional contributions to the roll, made by SmartRoll, as well as data on the participation of these 'smartrolled' electors in voting.

Table 17: Electors reached by SmartRoll NSW State Election 2011.

Voter Type	Authorised Roll	Voted	%
SmartRoll new enrolment	18,996 (45.0%)	12,216	64.3
SmartRoll re-enrolment	1030 (2.4%)	789	76.7
SmartRoll address update	22,146 (52.6)	19,559	88.3
Total SmartRolled	42,172 (100.0%)	32,564	77.2

Notes:

(a) These figures are taken at a different point in time and consequently do not match that provided in the earlier table 'Electors enrolled on Federal roll at close of rolls by State and Territory, 2010 Federal Election'.

It can be seen that for the March 2011 NSW State Election a few of the electors placed on the roll by the SmartRoll process were re-enrolments (2.4%). The majority involved updating the enrolment address (52.6%) followed closely by new enrolments (45.0%).

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

## Do 'SmartRolled Electors' Vote?

A question that has been posed in relation to direct or automatic enrolment is 'will those enrolled by this process vote'? The answer to this question using the 2011 March election is 'yes'.

The data from the election in March 2011 figures also show that 77.2% of SmartRolled voters exercised their right to vote. This figure includes those who were re-enrolled by SmartRoll or who had enrolment details updated. The following table sets out participation by electors enrolled through SmartRoll and shows that of the 64.3% of 'new enrolment' electors who voted, 66.3% of the age group 18 to 35 years voted as compared to 51.7% of those in the age category 36 years and above. This is not surprising, as anyone older than 35 who has not yet registered to vote is unlikely to be interested in voting.

The highest proportion of electors who voted regardless of age categories was the group of electors who had their address details updated by SmartRoll. As this group had initiated their enrolment in the first instance, it is expected that they would exercise their right to vote.

Table 18: SmartRolled Electors and Voting by Age NSW State Election 2011.

Voter Type	All Ages %	18 to 35 Years %	19 Years %	36 Years and Above %
On AEC Roll	92.3	88.3	92.3	93.8
SmartRoll new enrolment	64.3	66.3	56.1	51.7
SmartRoll re-enrolment	74.9	74.9	84.6	74.8
SmartRoll address update	87.5	86.5	86.4	89.0
Total SmartRolled	76.2	74.9	59.4	79.6

Post election, the SmartRoll system continues to operate and locate eligible and unenrolled electors. The NSWEC is currently enrolling 6,000-7,000 electors via SmartRoll each week and aims to capture at least 95% of all eligible first time voters as well as assisting the 500,000 electors who move house each year and whose enrolment details need updating. The goal is to reach steady state automatic enrolment levels at the conclusion of the next State election in 2015 when it is estimated that two million electors will have had the benefit of SmartRoll. While it is possible to increase the number of electors SmartRolled each week, NSWEC is focusing on accuracy of data and building confidence in the system.

It has been estimated that the number of eligible electors unenrolled in NSW is approximately 400,000 to 450,000. Realistically it will take a full, four year election cycle to identify and enrol this group. On an annual basis, this equates to a group of 110,000 "missing" electors which, when those who change their address are added, becomes approximately 400,000 per year. The on-going SmartRoll target is approximately 10,000 per week. This is the goal that the NSWEC predicts will be reached towards the end of the third quarter of 2011.

Less than 2% of people contacted disagreed with the NSWEC proposal to place them on the Electoral Register. The majority of those disagreeing did so because of errors in data or changes in their

circumstances. Less than 0.1% of people objected to the NSWEC using data they had provided to other government agencies.

It is possible that the contact the NSWEC will have with electors over time when they move address for example will also act to maintain or increase their level of participation. This is something the NSWEC will monitor as SmartRoll continues.

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

The expansion of direct enrolment is raising some issues; one of which is that the AEC is unable to accept NSW SmartRolled electors as enrolled for Federal purposes. Technical difficulties mean the AEC is not able to record SmartRolled electors as "NSW-only". While it would appear that the majority of electors enrolled via SmartRoll participate in the election, it appears that they do not proceed to ensure that they are enrolled federally. At early July 2011 only 12% of the 69,695 electors who had gone through the SmartRoll process had subsequently changed their Federal enrolment raising issues for the currency of the Federal roll and its increasing disparity to the NSW roll (and those of other States). In an attempt to redress the Federal legislative situation, the NSWEC ensures that every SmartRoll enrolment confirmation is via letter and contains a joint AEC/NSWEC enrolment form. This was one of the subjects of the Federal Joint Standing Committee on Electoral Matters report on the 2010 Federal Election and the AEC's submission to the Committee.

Having placed citizens upon the roll, the NSWEC has an implied commitment to keep their details up to date in the future. The NSWEC will shortly enter into discussions with utility companies and universities to expand data sources likely to provide reliable change of address data.

Capital costs for development of the system were \$7 million, with recurrent costs of operation (including staff) of \$1.1 million per annum.

## iVote – a new way of voting

Up until the March 2011 State Election, voters could vote by attending a polling place on election day or in the two weeks prior to the election at a pre-poll location or by lodging a postal vote.

These options have not always suited people living in remote areas of NSW with infrequent postal services, or electors with a disability who can experience difficulties with the accessibility of polling places. Electors with vision impairments also can require some level of intervention by a second party to assist them cast a vote, meaning the voter's ballot is no

longer secret. A secret ballot is something the majority of voters take for granted as their right.

In March 2010, the NSW Parliament requested the NSWEC 'investigate internet voting for visually impaired people of New South Wales improving their democratic right to a secret ballot'.

The resulting report 'July 2010 Feasibility of the iVote Remote Electronic Voting System' was tabled in Parliament in September 2010. It found that:

- there were potentially 400,000 electors with a disability or living remotely who could benefit from an electronic voting system initially;
- electronic voting using the internet had been carried out elsewhere (most notably in Estonia since 2005, but also on a smaller scale in the UK and USA) and suitable, secure, systems were available;
- the best outcome for electors would be to offer both internet and telephone voting; and
- a system could be implemented in time for the March 2011 election, subject to supporting legislation and additional funding. Total funding was estimated at \$3.2 million.

Legislation was passed by the NSW Parliament in December 2010 and allowed the following groups to use iVote:

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

How iVote was developed and the process of applying for and using iVote are described in the section of this report covering 'Elector Services'.

The estimated use of iVote vastly exceeded expectations. Registrations for iVote totalled 51,103, with 46,864 subsequently using iVote to cast their ballot. The table following provides data on iVote registrations for each eligibility criteria and by the technology used to vote (either internet or phone voting).



Table 19: iVote Voting by Eligibility Criteria and Technology used, NSW State Election 2011.

Criteria	Number iVoting	% Total	% Estimated eligible electors	iVoted by internet	iVoted by telephone
Blind/vision impaired/ illiterate	668	1.4	1.0	450	218
Other disabilities	1,296	2.8	0.4	1,136	160
20km from a polling place	1,643	3.5	25.3	1,542	101
Outside NSW on polling day	43,257	92.3	N/A	41,477	1,780
Totals	46,864	100.0	-	44,605	2,259

Source: NSWEC, iVote Project, 2011.

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

The table above also provides an indication of the estimated unmet demand that could exist for iVote with for example, only 0.1 of electors with vision impairment or reading disability having used iVote at the 2011 NSW State Election. Further growth could also come from those electors who live over 20 kilometres from a polling place.

## Evaluation of iVote

The pioneering nature of the iVote system meant that an assessment of the system was essential. To this effect the legislation required the iVote system be audited and the NSWEC itself initiated further evaluations of the initiative. As a result, the evaluation of the iVote initiative had three separate components:

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

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

## The Pre and Post Election Audits

The audit required by the legislation examined two objectives with the specific components being:

1. accuracy and completeness of votes cast via iVote:
  - follow up of risks identified in the pre-implementation audit report;
  - iVote testing and completion reports;
  - creation and approval of 'Technology Assisted Voting Approved procedures for NSW State Election 2011';
  - go/no-go decision;
  - iVote system reports;
  - exclusion process of votes cast via iVote where a postal vote had also been received;
  - iVote election closure and decryption of votes; and
  - conversion of Electoral mark-up Language file to PDF for printing.
2. security of the iVote system:
  - security testing reports (penetration testing, application code testing and cryptographic testing);
  - infrastructure security including monitoring and alerting processes; and
  - NSWEC Security test summary report.

The findings under the first objective were "nothing came to our attention that would indicate the votes cast via the iVote system were not recorded, extracted and printed accurately."

Under the second objective it was found that a number of risks had been identified, some of which were accepted by the NSWEC and that no identified risks eventuated. The audit report described five incidents that occurred during the voting period for iVote. The most significant of these affected 43 ballots and involved the letter 'N' being shown on ballot papers rather than numeric preferences. This required the Electoral

Commissioner to make a determination on each of the 43 votes cast resulting in one of the four affected Legislative Assembly ballot papers and eight of the 36 affected Legislative Council ballot papers being treated as informal. The NSWEC understands how this issue was created and it has been corrected so as not to occur in future use of iVote.

(The audit report is available to the Joint Standing Committee in the submission provided by the NSWEC and to the general public on the NSWEC website [www.elections.nsw.gov.au](http://www.elections.nsw.gov.au).)

## General Elector Survey – iVote Feedback

The general survey of electors involved telephone interviews undertaken directly after the election with 1,001 respondents. The findings of this research are particularly significant as it showed that approximately one in three of those surveyed were eligible to use iVote, either due to a disability (23%), reading difficulties (7%), travel (1%) or because they lived more than 20 km from a polling place (4%). The study found that less than one percent of those who were eligible for the service actually used it.

The primary reason respondents did not use iVote was that they were not aware of it (83%). Among those who were aware and eligible, the main reasons for not using iVote related to a lack of interest or relevance ('couldn't be bothered/no need for it' (29%), 'prefer to vote in a way I'm familiar with' (25%)). A lack of trust in technology assisted voting was mentioned by just three percent (3%).

All respondents were asked whether they would use iVote if they were eligible. More than half (56%) of voters said they would. Younger voters (25-44 years) were significantly more likely than those aged 65 years and over to say they would use iVote.

## Survey of iVote Users

The third aspect of the evaluation strategy had the overall aim of evaluating the contribution iVoting made to the NSW voting system and whether there were additional areas of electoral application. Additional aims were to obtain feedback from iVote users and identify where iVote performance could be improved. The study drew on a variety of information, data and stakeholder insights including the literature on technology assisted voting, iVote documents, discussions with the NSWEC and review of the findings of the 2011 General Elector Survey commissioned by the NSWEC.

Importantly, this third component included a survey specifically of iVote registrants and users. The survey of registered iVote users was undertaken three to four weeks after the election. It resulted in 530 responses, 39%

from users with a disability, 39% from electors who had been outside the State and 22% from remote users.

## Findings:

- iVote was effective in facilitating a secret and independently verifiable vote for electors who were blind or had vision impairment and that the system enfranchised a lot of people who would not have otherwise voted;
- the take-up of the iVote system was highly successful with actual numbers of users being over four times the original estimates. Registrations and votes received from electors in rural and remote areas exceeded the original take-up estimates by almost three-fold while there was lower than estimated take-up rate amongst blind or vision impaired voters and voters with a disability. The vast majority of iVote registrants and users were people outside the State on election day;
- significantly high satisfaction levels with iVote overall (91% of iVote users were either satisfied or very satisfied) and individual elements of the system. Most iVote users were interested in using the system again and would recommend it to other people;
- from the perspective of users, both registration and voting were relatively problem free;
- a major improvement suggested by users was for increased promotion of iVote and amend the legislation to allow a wider group of people to use it. Additional recommendations concerned the ease of navigation of the NSWEC's iVote website, addressing the few technical issues experienced and making the registration process easier to use;
- the average cost per vote cast using iVote was lower than originally anticipated largely due to the extension of eligibility to electors outside the State during pre-poll voting and on polling day;
- the system was cost effective when compared to other systems with similar aims;
- with a take-up of 200,000 votes, the costs would lower to around \$24 per vote. With increased usage to around 500,000 the cost per iVote could be comparable (or possibly cheaper) than postal and pre-poll voting methods;

- the use of iVote for future Local Government elections appeared to be even more cost effective however this would require legislative change to local government elections regulation; and
- the recommendations included amending the legislation to extend iVote eligibility to other groups such as those eligible for a pre-poll or postal vote.

(The full report is also included in the NSWEC's submission to the Joint Standing Committee and for the general public, on the NSWEC website.)

The NSWEC's examination of operational data revealed also the likely convenience offered to electors in terms of time savings. The majority of iVote users voted by the internet (95.2%) and for this group registering to use took three minutes and voting five minutes and 15 seconds on average. The telephone option used by the remainder (4.8%) took on average around six and a half minutes to register and seven minutes to vote.

## Cost of iVote

The cost of developing and implementing the iVoting system for the March 2011 election was just over \$3.5 million. With 46,864 iVotes cast, this equates to approximately \$74 per vote, compared to approximately \$8 on average for all forms of voting (based on 2011 election costs). iVote costs were mitigated by extending iVote to other categories of voters. If votes from outside NSW are excluded, then 3,607 iVotes were cast from the groups initially targeted, at a cost of \$970 per vote. While much higher than the costs for the broader group of iVote users, this compares favourably with the cost of other electronic voting trials in Australia with an average cost per vote of \$2,597 for the 2007 Federal Election trial of electronically assisted voting for blind and low vision electors.<sup>4</sup>

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

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<sup>4</sup> Federal Parliament Joint Standing Committee on Electoral Matters, Report on the 2007 Federal Election Electronic Trials. Interim Report of the Inquiry into the Conduct of the 2007 Election and Matters related thereto. March 2009 Canberra

## Is Internet Voting Open to Mis-use?

Some discussions of internet voting systems have raised the spectre of voters being coerced to vote in particular ways or that it is impossible to make such systems 100% secure.

In terms of security of the system and its proper provision by the electoral commission concerned, the NSW Parliament's decision to require independently audited systems checks is seen as an effective means to neutralise such concerns. Making these audits publicly available is also a critical component of a rigorous accountability framework.

The NSWEC sees coercion as a small risk because of the difficulty for any person or organisation to identify those individuals intending to vote remotely and in sufficient numbers, and then successfully subvert their vote to influence an election result. Such coercion would have to be of such a scale that the cost and risk would make it a barely viable option for any individual or group to attempt.

Despite this there are methods to remove or reduce the incidence of successful coercion of voters using internet voting. Internationally, in Estonia, the iVoting system addresses the possibility of coercion by allowing more than one iVote to be cast including a vote on the polling day, with the last vote cast being the one counted. The idea is that anyone whether an external agent or family and friends who is inclined towards coercion is less likely to do so or to be successful, if they cannot guarantee that the vote coerced is the final vote. The Council of Europe Report noted an extremely low level of re-cast iVotes in Estonian elections 2005 - 2009 possibly indicating that concerns about coercion are misplaced.<sup>5</sup>

The fact remains that in any system there are risks. In any event with appropriate checks and balances, as there are in traditional 'pencil and ballot paper' voting', iVoting is no more vulnerable to coercion than any other form of voting. Moreover, the findings of two evaluations undertaken by the NSWEC clearly indicate that the general pool of electors as well as those who actually used iVote in the 2011 NSW State Election did not have concerns about the security of the system.<sup>6</sup>

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<sup>5</sup> A Council of Europe report (Internet Voting in Estonia: A Comparative Analysis of Four Elections since 2005, [www.coe.int](http://www.coe.int))

<sup>6</sup> Report on Elector Satisfaction 2011 NSW State Election Ipsos-Eureka, April 2011 p39 only 3% of total sample size of 1001 mentioned a lack of trust in technology assisted voting.

## Achievements and Future Uses

iVote was successful in the 2011 NSW State Election in enfranchising electors. The NSWEC estimates that of the 43,257 people who used iVote because they were outside of NSW, 30,000 (64%) would not have voted at all had iVote not been available.

The future of iVote revolves around a number of issues including the demand for it. The questions typically asked are: 'would it be used by the general population if available?' and 'would those who were eligible under the criteria in place for the 2011 NSW State Election use iVote, if they had known about it?'

The NSWEC's survey of general electors undertaken after the 2011 NSW State Election suggests that the majority of the general population would use iVote if it was available to them. Just in terms of those eligible under the 2011 statutory criteria the survey found that 35% of the 1,001 sample were eligible but that only 3 respondents (0.3%) had used iVote. This strongly indicates a potentially larger population of users.

If iVote is used in future elections, the best use is to have broad eligibility to include not just electors within the current four eligible categories but the broader group who would be eligible for a pre-poll or postal vote. This would reduce the cost per vote. Usage is also expected to increase with each election as electors become aware of the technology and more comfortable using it. In Estonia where an iVote option has been provided in the last five elections from 2005 - 2011, the proportion of people casting a vote by iVote has risen steadily from 1.9% to 24.3%.<sup>7</sup> Further, studies of the Estonian experience show that once an elector uses iVote they are very unlikely to return to traditional voting methods.<sup>8</sup>

(The details of what technology assisted voting entailed for electors is described in the section 'Elector Services'.)

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<sup>7</sup> iVoting in Estonian Elections 2005 – 2011: Vabariigi Valimiskomisjon (Estonian Electoral Commission – [www.vvk.ee](http://www.vvk.ee))

<sup>8</sup> A Council of Europe report (Internet Voting in Estonia: A Comparative Analysis of Four Elections since 2005, [www.coe.int](http://www.coe.int)) examined whether iVoters continue to use the system in subsequent elections. They found that 100% (n=58) of 2005 iVoters used iVoting in 2007 with 100% (n=116) of 2007 iVoters using iVoting in 2009 and 97% (n=173) of June 2009 iVoters used iVoting in October 2009.



## Sydney Town Hall Polling Place – Improving Electors’ Polling Day Experience

Sydney Town Hall is just one polling place in the electorate of Sydney but its status as a major Sydney landmark and central location, convenient to transport, means Sydney Town Hall attracts large numbers of voters from outside the Sydney district.

The Sydney Town Hall traditionally acts as the polling place for any electoral district, meaning that any elector from any electoral district within NSW can cast an ordinary vote at this polling place. Sydney Town Hall polling place also typically takes the largest number of votes than any other polling place in NSW. This places considerable pressure on the polling place and in the past has led to some delays for electors.

The total number of votes to be taken at the Sydney Town Hall was estimated as 11,500 for the 2011 election. In view of this large figure and the possible adverse impact upon queues, the NSWEC trialled electronic mark off of electors along with ‘on demand printing’ of the relevant Legislative Assembly ballot paper. The goal was to decrease the time it takes an elector to vote in the polling place and reduce wastage of unused ballot papers.

### What NSWEC wanted to achieve

The overall aim was to reduce queuing time and improve the elector experience by making it quick and easy to vote.

Organising the Sydney Town Hall polling place to best meet the needs of those electors enrolled in that electorate and those coming from other electorates has always been a challenge. In previous years, electors at Sydney Town Hall queued for certain tables if they were voting in the Sydney electorate and other tables if they were from outside the Sydney district. The other tables were divided into groups of electorates and voters from outside the Sydney district were directed to the appropriate table as they reached the head of the queue. Drawbacks to this arrangement included:

- electors not knowing where they were enrolled – they may, for example, have moved address and failed to update their enrolment;
- electors not being found on the electoral roll;
- uneven workflow for different tables; and

- wastage of some ballot papers through pre-printing voting papers for each of the 93 electorates

In addition, while a very well known, even iconic voting place, Sydney Town Hall is not logistically ideal – the room in which voting takes place contains large columns complicating table layouts and voter flow, as well as disrupting sightlines.

For the March 2011 State Election the NSWEC introduced the following improvements at the Sydney Town Hall polling place:

- better layout of polling space to improve elector flow and avoid bottle necks;
- greater emphasis upon staff training;
- electronic mark off of the elector roll; and
- 'as needed' printing of Legislative Assembly ballot papers

In 2011, 8,173 electors voted at Sydney Town Hall, with 4,953 coming from outside the Sydney electoral district. The number of voters who cast ordinary votes at this polling place but were 'out of district' as a percentage was 61%.

## Layout of polling place

In planning for the March 2011 State election, the NSWEC trialled a number of improved layouts for the Sydney Town Hall polling place, to deal with the columns and to maximise flow and minimise bottlenecks. A single queue at the entrance became three shorter queues inside the venue, with 30 available tables for voters to go to in order to be marked off the roll and receive their ballot papers, before proceeding to polling booths, then to the ballot boxes placed near the polling place exit (located away from the entrance). Voters with disabilities had a separate accessible entrance, which doubled as their exit. They used the same ballot boxes as all other electors, located near the general exit.

## Reducing Sources of Delays

The queues were managed by five Queue Controllers, assisted by three Information Officers who also helped people who could not be found on the roll. In addition to the 30 tables where voters could be marked off the roll, there were an additional five locations for voters who had to make a declaration (those electors enrolling to vote on the day) or who had other special circumstances.

The NSWEC used 30 computers at the polling place in order to look up voters electronically and mark them off the roll, as well as allowing for print on demand ballot papers and enrolment on the day. Being able to look up electors and mark them off electronically meant that it was easier and faster to find people on the roll and to give them the correct ballot papers.

## Ballot papers printed on demand

Printing ballot papers individually for voters outside the Sydney district meant that it was no longer necessary for a voter to join a specific queue for that electorate and removed the need to provide electoral staff to assist electors identify which queue to join. Voters from outside the Sydney district could be directed to any one of the available 30 tables, where they could be marked off the roll and have the ballot papers for their correct electorate printed off and given to them. This reduced waiting times and improved handling times.

In addition, printing ballot papers on demand meant the NSWEC needed to pre-print fewer ballot papers for each electorate – saving approximately 10,000 ballot sheets.

The NSWEC also had a contingency plan to cover an unplanned power outage incident during the day but it was not necessary to activate it.

## Training

The NSWEC had 105 staff at the Sydney Town Hall polling place (36 of those from 6pm onwards once the polls closed). This was approximately ten fewer than at the 2007 State Election. As with the 2007 State Election, five Deputy Polling Place Managers were trained face to face for two to three hours before polling day and all other staff received one hour's face to face training the night before polling day in addition to the online training for all election day officials. All staff were required to attain 90% in their online assessment before continuing to face to face training.

## Electors' satisfaction with Services

The NSWEC surveyed electors voting at the Sydney Town Hall to assess satisfaction with these initiatives. A sample of electors (n = 99) were interviewed as they left the Town Hall. Of electors who had previously voted at Sydney Town Hall (n= 49), almost four in five said that voting was 'better' this time than the last time they voted at Town Hall. The majority (86%) said that voting was quicker this time. No voters said that it was slower and only one in ten (10%) said it was the same. Almost all

participants (97%) said that they were satisfied with their experience voting at Town Hall.

The new arrangements worked well, both from the NSWEC's viewpoint and the viewpoint of electors though the following areas for improvement were identified:

- better monitoring of the 30 issuing tables. Increased staff or varied responsibilities of existing staff could address this;
- addressing queuing at the Sydney electorate ballot box. Options include reworking the layout or increasing the number of Sydney ballot boxes;
- possibly using a single ballot box at the entrance/exit used by people with a disability to make the distance travelled shorter and more convenient;
- reviewing staffing for set up of computers and other polling place furniture and equipment as well as for disassembling computers and other polling place furniture and for sorting and counting of votes;
- advising candidates and political parties who provide booth workers outside the polling place to assist electors locate their electorate, that electronic roll look up and print on demand ballot papers, will reduce the workload on their booth workers; and
- better tracking of costs at a project level so that NSWEC can precisely determine the cost of the Sydney Town Hall initiatives.

## Future application of these improvements

The NSWEC will continue to refine logistical planning to ensure that the Sydney Town Hall and other polling places are optimally laid out and staffed to ensure that voting is quick and easy for electors.

Based on success in 2011, NSWEC intends to repeat electronic mark off of rolls and print on demand ballot papers at the Sydney Town Hall in future State elections. The NSWEC will examine the applicability of these approaches to other polling places across NSW typically where there are very large numbers of absent voters and consequently longer voting times.

## Centralised Postal Vote Application Processing

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

Postal votes account for a significant portion of votes cast. The difficulties experienced in the 2007 State General Election with the large volume of applications, late receipt of bulk numbers of applications from political parties, the calls from electors regarding late receipt of postal vote material and the pressure of processing these applications within Returning Officers' offices required the NSWEC to review the approach to handling a more utilised form of voting. The 2007 NSW Election saw 223,951 postal votes admitted to the count, a growth of 37% (163,108) from the 2003 NSW State General Election. (The number of applications received is not known.)

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

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

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

Traditionally the processing of the applications and distribution of postal voting packs to electors have been handled at the local level within Returning Officers' offices. Over successive State elections since 2003, the NSWEC has been progressively improving the traditional heavily

paper based and manual process. In 2007, the NSWEC relieved pressure upon Returning Officers and enquiries and complaints from electors by establishing a centralised processing centre for receiving and data entry of postal vote applications and notifying Returning Officers of the recipients of postal vote packs. Staff in Returning Officers' offices were still required to issue certificates and ballot papers for their electoral districts.

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

The perceived benefits of a centralised and online approach were:

- more efficient utilisation of dedicated resources;
- ability to better train and support staff processing postal vote applications; and
- alleviation of the workload in Returning Officers' offices with a potential reduction in the cost of staffing this process.

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

The NSWEC also liaised with registered political parties to achieve prompt receipt of applications. As a result, in a pattern atypical for an election, party sourced postal vote applications arrived very early. One party started their postal vote application process very widely and in early February. Other political parties followed suit.

When the Central Processing Centre commenced on 28 February there was already a large backlog of postal vote applications of which the vast majority were sourced from political parties. The Centre was running at full capacity in the first ten days of its operation and there were no 'last minute' bulk submissions from the parties.

Of the total number of applications received for postal voting at the 2011 NSW State Election (263,050 applications), 10.1% were from the

online system (26,586 applications). The busiest days of processing for hardcopy applications were 10 March (19,516 processed) and 15 March (18,453). For online applications, these days were 7 March (2,116) and 21 March 2011 (3,093).

While the take up of the online application initiative was low the advantages of this new system were that it made the application process more convenient for electors and reduced the administrative workload for Returning Officers. The NSWEC's survey of Returning Officers indicated a high degree of satisfaction (over 80%) with the centralisation of processing of postal vote applications.

The independently conducted evaluation of electors' satisfaction with the electoral services provided by the NSWEC found that of the 64 respondents who had voted by post, 28% had obtained their application form from a political party process and 25% had contacted the NSWEC in one way or another. 11% had used the online application process. Of all postal vote users, 86% were either very satisfied or satisfied with the service. The numbers of respondents are too small to compare whether there were any differences in satisfaction between those who use the online system and other approaches.

The advantages of centralising the administrative workload, using web technology to meet growing demands for more convenience and the greater quality assurance available from maintaining just one processing centre are powerful incentives for the NSWEC to continue centralised postal vote application processing.



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Services for Electors

## Service Commitments

- Information and services that maximise elector enrolment and provide accurate enrolment details
- Voting options that maximise participation
- Useful, timely and accessible electoral information including information on candidates, how to cast a formal vote and vote counting
- Greater choice and convenience in voting services
- Well located, accessible, publicised polling places and delay-free voting
- Accessibility ratings of polling places
- Services for people from culturally and linguistically diverse communities, people with disabilities, and indigenous and remote communities
- Easy to access and timely election results
- Informed, helpful and courteous assistance from NSWEC's electoral staff

## Performance Targets

- 80% enrolment of eligible citizens aged 17 – 25 years
- 94% enrolment amongst eligible citizens 26+ years
- Voter turnout exceeding the 2007 NSW State Election turnout of 92.7%
- For 95% of polling places, ordinary votes by electors resident in the electoral district will not vary from estimated numbers by more than 5% plus or minus
- At least 10,000 votes cast using iVote
- SmartRoll adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register
- Initiatives such as automatic enrolment, iVote and 'on spot printing' of Legislative Assembly ballot papers evaluated
- Stakeholders indicate in their survey responses satisfaction with services received, with feedback from Sydney Town Hall polling place not varying significantly from that received for other polling places in NSW
- elector survey responses used to establish benchmarks for future elections

# NSW State Election 2011 Information Services

## NSWEC Website

The NSWEC launched its NSW State Election 2011 website on 10 January 2011. The election event website provided information for all participants in the democratic process – electors, candidates and registered political parties as well as the media. For the first time the NSWEC website provided online enquiry and feedback facilities for all stakeholders.

Electors had access over the internet to information on enrolment, how to cast a formal vote as well as the locations and accessibility of polling places. The information provided also targeted first time voters covering what happens in a polling place on election day, how to cast a valid vote, nominated candidates, location and accessibility of polling places.

In recognition that many electors needed information concerning accessibility of polling places as well as location, the NSWEC provided an access rating for each polling place. Polling places were displayed as interactive Google maps on the NSWEC's website from mid January 2011.

Key website features included:

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

Table 20: Number of Visitors to NSWEC votensw.info Website, NSW State Election 2011.

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

The NSWEC's website is its major communication tool for reaching stakeholders. Material specifically relating to the March 2011 election was released on the website in January 2011. This material was heavily utilised with over 575,500 visitors over the first half of 2011.

Material on the website changed according to the phases of the election and was supplemented by a telephone elector enquiry service, advertising and other activities. The main pages utilised were those relating to information on early voting and the enrolment checking facility.

Feedback on usage of the website and its comprehensiveness and accessibility was sought in the NSWEC's stakeholder surveys. The findings were that 71% of those electors who voted felt 'fully informed' or 'fairly informed' about the voting process before voting. More than four in five of those who voted in the election did not require additional information about voting (82%). Analysis by age, gender and location found no significant variations in the response.<sup>9</sup>

Of those who did seek additional information the majority (53%) wanted more information about 'candidates or parties' while just 17% wanted information about 'filling in ballot papers correctly.'

## iPhone/iPad Application

For the 2011 NSW State Election the NSWEC introduced a mobile application for the iPhone and iPad. Prior to election night, the application enabled users to access the 2007 election results and information relating to their electoral district. On election day, voters could use the application to locate and navigate to their nearest polling place. After the close of polls at 6pm the application provided live updates as results became available. The election night results were updated until the start of the check counts on Sunday morning.

## Elector Enquiry Centre

The NSWEC provided an Elector Enquiry Centre to answer electors' telephone and email enquiries. The Centre had a 1300 telephone number so callers from anywhere in the NSW were able to make enquiries for the cost of a local telephone call.

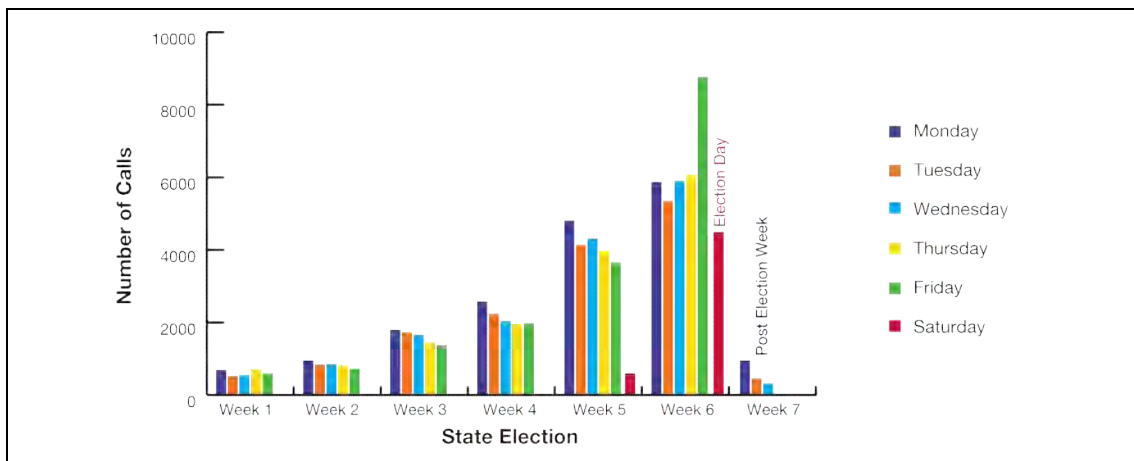


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<sup>9</sup> Report on Elector Satisfaction 2011 NSW State Election Ipsos-Eureka, April 2011

The Centre was operational from Monday to Friday February 2011 to Friday 8 April 2011. The Elector Enquiry Centre was open also on election day Saturday 26 March 2011 from 8am to 6pm.

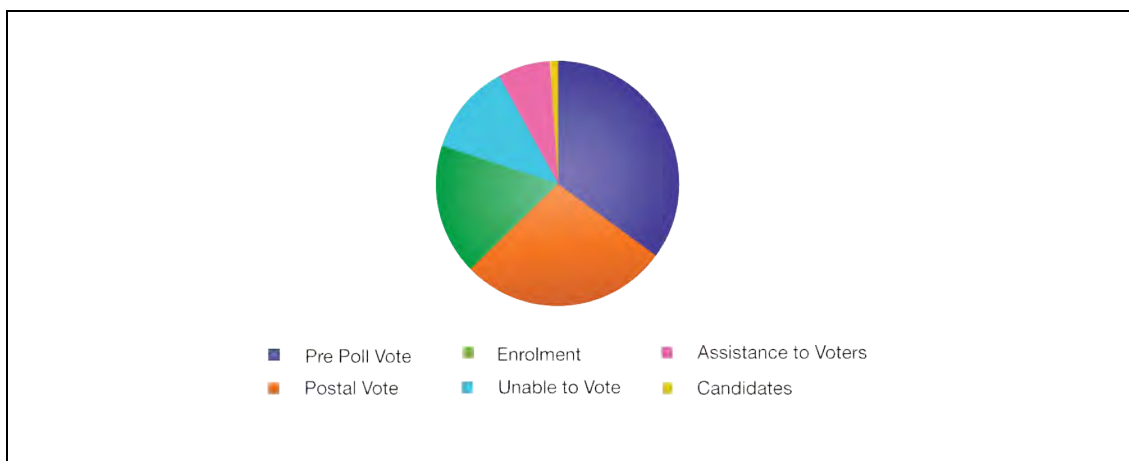
A total of 85,774 inbound calls were received by the call centre. The proportion of calls abandoned was 1.9% (1,590). The trend was for high call volumes on Mondays particularly following the release of new advertising messages over the weekend, which decreased as the week progressed. Each week showed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



Graph 7: Call Volume Trends Leading up to Election Day, NSW State Election 2011.

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

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



Graph 8: Calls to the EEC by Nature of Enquiry, NSW State Election 2011.

The Elector Enquiry Centre also took responsibility for email enquiries, dealing with 4,748 enquiries of which 4,167 (87.8%) were answered by the Centre with the remainder referred to 'subject matter experts' to provide more specialised information and response.

After election day the call centre assisted electors with enquiries concerning non-voting.

Feedback on the NSWEC's Elector Enquiry Centre is provided at the end of this section.

## Inspection of Electoral Material on Election Day

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

## Services for Electors with Special Needs

### Electors with a Disability

For the 2011 NSW State Election the NSWEC consulted with the NSWEC's Equal Access to Democracy Reference Group comprising representatives of peak bodies, consumer advocacy and organisations representing people with disabilities.

Organisations representing people with disabilities were contacted in the lead up to the 2011 State Election and offered a variety of community education opportunities such as plain English brochures, information displays and sessions.



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

Key initiatives introduced for the 2007 State General Election such as wheelchair accessible voting booths, tabletop voting screens, luminous contrast design on cardboard furniture (to assist electors with depth perception) and the use of Vision Australia and the Spastic Centre premises for voting, were provided again in 2011. As well, iVoting provided additional opportunities for electors with a disability to access the voting system. The mechanics of using iVote are described later in this section while the evaluation is described under the earlier section 'Innovations'.

The NSWEC provided fully wheelchair accessible polling places wherever possible. This was not always possible as the NSWEC neither owns nor manages the polling places, however within each electoral district there was at least one polling place that was fully wheelchair accessible as recommended by the Joint Standing Committee on Electoral Matters. In addition, the NSWEC used the Assisted Access Rating System trialled at the Penrith State By-election to provide more detailed information about the access provided at each polling place.

## Services for Electors from Culturally and Linguistically Diverse Communities

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

A community information strategy was developed for the March 2011 NSW State General Election using the NSWEC's 'Indigenous and Culturally and Linguistically Diverse Communications Plan'. This underpinned the strategy with research and analysis of existing data that identified the electoral districts where there are large populations of culturally and linguistically diverse people, the languages spoken in those areas and the information needs of those communities.

Among other things the research identified that:

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



The community information strategy included the following components:

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

- easy to understand brochure 'Enrolment – Get on the roll, stay on the roll' produced in eight languages (including Arabic, Chinese and Vietnamese) available on the NSWEC website and distributed widely particularly to organisations in the 13 identified districts through libraries, Migrant Resource Centres and other community organisations;
- easy to understand brochure 'The 3 Elections in Australia – What they are for and how to vote at each of them', produced in eight languages (including Arabic, Chinese and Vietnamese) distributed as above;
- three one-page, easy to understand 'Election Newsletters' distributed to over 5,000 community organisations. In addition, the newsletters were translated into Arabic, Chinese and Vietnamese and distributed to specific organisations catering to these language groups. The newsletters covered information on the three phases of the election (enrolment, where and when you can vote early and voting on election day) and coincided with and complemented the general election advertising campaign;
- telephone interpreting service phone number provided in all brochures, newsletters and advertising;
- advertising in a range of languages in ethnic radio and press;
- Returning Officers provided with demographic census data for their district and encouraged to recruit election officials with relevant language skills for polling places in their area.

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

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

- cultural awareness briefing of all Returning Officers in these districts to ensure awareness of the demographic profile of their districts and the resources available to them to assist these electors.

The NSWEC actively recruited bi-lingual or multi-lingual staff to work in the election, particularly in district offices and voting centres in the areas identified as having large populations of people who spoke a language other than English. The NSWEC attended employment expositions and career markets and advertised widely to encourage bi-lingual speakers to apply to work. Around 15% of all staff employed for the election were bi-lingual or multi-lingual.

Following the election, the NSWEC conducted a survey to assess satisfaction with the community information strategy. Of the respondents, 86.6% said the information they received about the 2011 NSW State Election was very or fairly useful and 94.8% of respondents rated the NSWEC's provision of information as good, very good or excellent. Additionally, 70.2% of respondents indicated that they had further distributed the information to other people in their networks, either by answering questions, forwarding the newsletters or including information from the newsletters in their own publications.

An independent survey was also conducted at a polling place at Greenacre in the electoral district of Bankstown on election day, which is one of the 13 identified high culturally and linguistically diverse electoral districts. The results of this survey are provided at the conclusion of this section.



Table 21: Language Translations for Enrol, Pre-poll Postal, How to Vote Advertisements in Media NSW State Election 2011.

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

## Services for Aboriginal and Torres Strait Islander Electors

In 2009 the NSWEC developed an 'Indigenous and Culturally and Linguistically Diverse Communications Plan' (ICC Action Plan). The Plan was based on research that mapped the relevant and emerging communications networks and strategies relevant to both Aboriginal and Torres Strait Islander electors and culturally and linguistically diverse communities. The ICC Action Plan provided the foundation for the NSWEC's engagement with these communities for the NSW State Election in 2011 and its advertising of election messages.

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

The NSWEC worked with the AEC to disseminate information and education about enrolment and voting for Federal, State and Local Government elections. This combined effort utilised the Australian Government's funding over four years of an Indigenous Electoral Participation Program aimed at increasing levels of enrolment, voter turnout and formal voting in urban, regional and remote areas.



The NSWEC worked closely with programme officers, in particular the four NSW field officers, the NSW co-ordinator and the national director of the program, to deliver information to Aboriginal and Torres Strait Islander people and communities. Joint initiatives included:

- providing NSW Indigenous Electoral Participation Program field officers with training and State election relevant resources so they were equipped to go out into the communities to present information sessions about enrolment and voting at the State election;
- three NSWEC information brochures covering enrolment; the three elections in Australia; and instructions for voting at the NSW State election were customised for an Aboriginal and Torres Strait Islander audience: produced in the Aboriginal colours of black, red and yellow, they included both the Aboriginal and Torres Strait Islander flags, the IEPP logo as well as NSWEC logo and were in some instances changed to emphasise the importance of participation;
- targeted recruitment, through IEPP field officers, of Aboriginal and Torres Strait Islander electors to work as election officials in polling places, particularly in areas where there were large Aboriginal communities. This included work opportunities at both the March 2011 NSW State General Election (where 195 Aboriginal or Torres Strait Islander people were employed as election officials) as well as the Aboriginal Land Council elections in August 2011;
- information stalls at the YABUN festival in Sydney in January 2010 and 2011;
- design of voting information to be printed on merchandise such as water bottles and dilly bags to hand out at information stalls and events; and
- recruitment and training of 52 Aboriginal and Torres Strait Islander "Electoral Awareness Officers" who worked within Aboriginal communities in 18 electoral districts in the week leading up to the NSW election and then worked outside 38 identified polling places on election day to encourage Aboriginal people to participate in the election.

The IEPP funded the printing of information brochures, merchandise and the employment of Electoral Awareness Officers, while the NSWEC contributed expertise in the design and development of information sessions, resources, merchandise and brochures; employment and recruitment opportunities; and supporting and endorsing the Electoral Awareness Officer program.

## Enrolment Services

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

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

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

Enrolment requires that a completed electoral enrolment form is provided to the NSWEC or the AEC.

As indicated earlier in this report, for this election the NSWEC had in place a 'SmartRoll' service whereby it could enrol, re-enrol and update electoral details for electors using information from specified NSW public sector agencies.

## Early Voting Services

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

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



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

## Postal Voting

At each election many electors are unable to attend a polling place and use postal voting instead. For some electors this is a 'one-off' situation and for others the option to become a 'registered general postal voter' is the preferred way of voting as it does not require re-application at each election to vote by post.

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

Of the 343,005 intending users of postal voting services at the 2011 NSW State Election, 23.3% were general registered postal voters.

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

## Pre-poll Voting

Pre-poll voting commenced on Monday 14 March 2011 and closed 6pm Friday 25 March. An absent vote also could be cast at any pre-poll location.

Changes to legislation allowed people with a disability and electors who believed attending a polling place on election day would endanger his or her safety or the safety of their family to use pre-poll voting.

The primary locations for pre-poll voting were the Returning Officers' offices in each electoral district throughout NSW. These venues were open from 9am to 5pm from Monday 14 March to Friday 25 March, and 8am to 8pm on Thursday 24 March and Saturday 19 March from 9am to 5pm.

In addition there were 59 other pre-poll venues that included mobile pre-poll, declared institutions, cruise ship and Sydney Airport. Some of the venues not located within a Returning Officer's office were open for shorter periods.

Registered political parties and Members of Parliament were consulted on pre-poll locations.

Information concerning locations and hours of operation were provided on the NSWEC's website.

## Mobile Voting

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

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

The NSWEC is currently assessing the cost and effectiveness of the trial providing mobile pre-poll voting in remote parts of NSW. This review will assist in determining whether iVote may provide a more cost effective and convenient form of voting for those small numbers of electors who used the mobile pre-poll voting service.

## Hospitals and Declared Institutions Voting

There were around 700 declared institutions throughout NSW for the 2011 NSW State Election. For this election there was a longer period for voting in declared institutions. In addition, legislative changes meant that for residents in the electoral district where the facility was located, their votes were taken as ordinary votes reducing the need for declaration envelopes and signatures.

The NSWEC finalised the list of declared institutions in late 2010. The list was available from the NSWEC's website.

## Defence Force Voting

At the request of the Australian Department of Defence postal voting was available for defence forces unable to attend a polling place. iVoting was also presented as an option and deployed personnel were encouraged to register for iVote.

## Interstate and Overseas Voting

The NSWEC provided 11 interstate and 26 overseas voting locations and voting facilities at both international and domestic terminals at Sydney

airport. These locations were equipped with an electronic elector look up capacity to determine the appropriate electoral district and eligibility to vote of the elector. Interstate and overseas locations were listed on the NSWEC's website.

Votes made interstate or overseas were couriered back to the NSWEC for sorting into electoral districts and forwarding to the relevant Returning Officer for scrutiny and counting.

Interstate venues were located at the Electoral Commission within each State and Territory. The locations were:

- Australian Capital Territory: Canberra
- Northern Territory: Alice Springs, Darwin
- Queensland: Brisbane, Cairns, Gold Coast, Noosa
- South Australia: Adelaide
- Tasmania: Hobart
- Victoria: Melbourne
- Western Australia: Perth

Overseas locations were generally within the Australian Embassies. The locations advertised on the NSWEC's website were:

- Canada: Vancouver
- China: Beijing, Ghangzhou, Hong Kong, Shanghai
- England: London
- France: Paris
- Fiji: Suva
- India: Dili
- Indonesia: Jakarta
- Ireland: Dublin
- Japan: Tokyo
- Malaysia: Kuala Lumpur
- New Zealand: Auckland, Wellington
- Papua New Guinea: Port Moresby
- Philippines: Manila
- Netherlands: The Hague
- Solomon Islands: Honiara
- Thailand: Bangkok
- Vietnam: Ho Chi Minh City
- United States of America: Los Angeles, New York, San Francisco, Washington
- Norfolk Island: Kingston

One of these locations (Ghangzhou) subsequently was not utilised and the NSWEC's website advised users and gave information about using postal voting and iVote as alternate options.

Locational details for Interstate and Overseas pre-poll venues are at Appendix K.

## Airport and Cruise Ship Voting

The NSWEC provided voting services for travellers leaving for overseas or interstate travel by plane or ship. The voting arrangements for the airport were:-

### Airport: International

Thursday 24 March 8am to 8pm

Friday 25 March 8am to 6pm

Saturday 26 March – ran as a polling place 8am to 6pm

### Airport: Domestic Terminal 2

Thursday 24 March 8am to 8pm

Friday 25 March 8am to 6pm

Saturday 26 March – ran as a polling place 8am to 6pm

### Airport: Qantas Domestic Terminal 3

Thursday 24 March 8am to 8pm

Friday 25 March 8am to 6pm

Saturday 26 March – ran as a polling place 8am to 6pm

## Cruise Ships

The options for passengers leaving Sydney on cruise ships ranged from pre-poll or postal voting, iVote or voting at an Australian Embassy while overseas depending upon the travel arrangements in place. Pre-poll voting was available for passengers on cruise ships leaving Sydney during the pre-poll voting period (Monday 14 March to Friday 25 March 2011). For passengers on ships departing and returning outside of this period, postal voting or iVote were proposed.

## Antarctica Voting

An elector employed in Antarctica on election day could request to vote as an 'Antarctic elector'. 'Antarctica' for this purpose includes the Australian Antarctica Territory, the Territory of Herald Island and McDonald Islands, Macquarie Fields and, in some cases, ships in transit.

Antarctic voters were given a number of options to complete their ballot papers, one of which was iVote. The iVote option was exercised by all electors who voted in Antarctica.

## Technology Assisted Voting (iVote)

As raised earlier in this report, the NSWEC implemented a Remote Electronic Voting System primarily to enable electors with visual or other disabilities that prevented them from attending a polling place to vote electronically in the 2011 NSW State General Election. In addition, electors who lived in remote rural areas of NSW or were outside NSW on polling day were able to use this voting option if certain conditions were met such as distance from the nearest polling place.

NSWEC worked with advocates from the vision impaired community, particularly Vision Australia, to design and promote the availability of iVote. A demonstration system was available for public review from 17 February 2011 when pre-registrations opened. The NSWEC worked with Radio and Print Handicapped and peak bodies representing the interests of people with disabilities to publicise the service. This supplemented the advertisements listed in the advertising campaign schedule.

The process of voting by iVote entailed eligible voters applying online or by phone to be registered to use the new system. iVote applications were accepted from Thursday 17 February 2011 to Wednesday 23 March 2011, the Wednesday before election day. This was a period of a little over five weeks, the same period as for postal vote applications. Registered iVoters could cast a vote in the two weeks leading up to election day. This timeframe was consistent with that for pre-poll voting.

When electors applied for registration, they were asked to provide a PIN they generated themselves. Once registered, they were sent an iVote number, by mail, email, SMS or telephone. In order to vote, registered iVoters had to log on, using their iVote number and their PIN. Once online they could review voting instructions and follow prompts in order to vote. After making their choices, they were taken to a summary page to review and either confirm or change their choices. The system provided a warning if the vote cast was going to be informal but allowed the elector to continue to cast their vote even if it was going to be an informal vote. Once the elector pressed the Submit button the vote was encrypted and stored until the polls closed.

Once the ballot was submitted it could not be changed. The system generated a unique 12 character receipt once the iVote was received. After the polls closed, the elector could go to the NSWEC website to check their receipt number – a matching receipt number on the website indicated that the elector's vote was included in the count.

The iVote system was designed to work with existing assistive technologies such as JAWS and Window Eyes, as well as being compatible with recent versions Internet Explorer, Firefox, Google Chrome and Safari.

iVote could also be accessed by phone. The phone system was fully automated and allowed voting by pressing buttons to indicate choices, in the same way as phone banking. The complexity with phone voting is that the system needs to have the capacity to read the ballot paper to the user. This was quite extensive in the case of the Legislative Council. This complexity applies in a non-electronic environment as well as sighted assistants need to read the ballot paper to electors with vision impairment.

The iVote system stored a list of the iVote numbers used to cast ballots and these were reviewed at the end of the election to check if any voter had already voted. If an elector had already voted their iVote was removed before decryption.

All iVotes were encrypted. As part of the decryption process, ballots were separated from the iVote number so that they could not be linked to the voter. A five member Electoral Board, drawn from Branches within the NSWEC and appointed by the Electoral Commissioner, was established to control the keys to the encryption/decryption process. Each Board Member had a unique password and the iVote system could only be opened (and the iVotes decrypted) using a quorum of three of these five passwords. As part of the decryption process, ballots were randomised so that the order of the votes could not be used to link them to voters. Once decrypted, iVote ballots were printed and counted with postal votes for that election.

The NSWEC did not provide candidate electoral material to electors registered for iVote on behalf of candidates as this is the responsibility of candidates and registered political parties.

Security and public perceptions of the iVote system's security were a high priority. NSWEC ensured there was a variety of defences in place to guard against risks such as hacking; viruses or malware; denial of service attacks; phishing or system design faults leading to error or failure. These defences included encryption; replication of data in a number of places; system redundancy; a two week iVoting period reducing the impact of service outages; receipting system; system testing, including 'white hacking' tests and extensive security reviews. In addition, the legislation provided significant deterrents in the form of penalties whereby "a person who, without reasonable excuse, destroys or interferes with any computer program, data file or electronic device used, or intended to be used, by the Electoral Commission for or in

connection with technology assisted voting, may be jailed for up to three years”.

## Voting Services on Election Day

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

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



## ‘On the day’ Enrolment and Voting

Legislative changes allowed ‘on the day enrolment and voting’ for the first time at the March 2011 election. The eligibility criteria applying to electors and of which they were advised, included the person being 18 years or over and producing an acceptable form of identity (NSW driver’s licence or Roads and Traffic Authority identity card) and their name not appearing on the NSW state wide roll when checked at the polling place. Some electors were required to produce also a citizenship number or Australian passport number. Enrolment voting was ‘provisional’ in that the ballot papers were enclosed in an envelope bearing the elector’s claim for enrolment.

The NSWEC surveyed voters on their satisfaction with this initiative as part of the general independently conducted evaluation. While only 1.3%



(13) of the sample of respondents had enrolled and voted on the day, the vast majority (10) were either very satisfied or satisfied with the service.

## Ordinary Voting

As in previous State General elections, electors could attend polling places throughout NSW to cast their ballot on election day.

For the 2011 NSW State Election the NSWEC established 2,627 polling places (including the Sydney Town Hall). This was an overall increase of 142 polling places from the 2007 NSW State Election. The greatest majority of new polling places were multi district polling places established in response to the high absent vote figures recorded at the previous election. Approximately 60 polling places used in 2007 elections, were not used again in 2011. The majority of these places took less than 100 votes in the 2007n. The introduction of iVote, which had rural and remote electors as one of its targeted groups, meant that the removal of these polling places had less of an effect than would previously have been the case.

At the 2011 NSW State Election 60.5% (1,450) polling places used by the NSWEC were NSW Department of Education and Training facilities. The remainder were sourced from private schools, community halls, community centres, church facilities and other venues.

All polling places were open from 8am to 6pm on 26 March 2011. There were 448 dual polling places as part of the 2,627 polling places. Sydney Town Hall operated as the polling place for all electoral districts.

The average number of polling places per district was 28.

## Absent Voting

On election day those electors who were unable to vote in their electoral district could absent vote. All polling places were able to issue ballot papers for electoral districts other than the one in which the polling place was situated.

## Post Election Day Services

### Results

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

## Non-voting Assistance

In the week following the election the Elector Enquiry Centre assisted electors with enquiries concerning non-voting. The website provided an application form that electors could download to be excused from voting if the reason they were unable to vote fell within the legislative provisions.

## Follow Up of Non-participation

The NSWEC is required to follow up on those electors who appear not to have voted. In the week following the election, the rolls used in polling places to mark off electors were scanned and reconciled to provide the NSWEC with a list of electors who had voted and those who appeared to be non-voters.

The NSWEC issued penalty notices to apparent non-voters in late June 2011. These notices gave non-voters four options to resolve the matter within 28 days. If after four weeks, a response was not received or not accepted, either a penalty reminder or 'unacceptable notice' was issued to apparent non-voters allowing them a further 28 days to respond.

In the 2011 NSW State Election 234,173 electors who had not been granted an exemption from voting and whose names were not marked off the roll, received notices requesting an explanation for the apparent failure to vote. These electors represented 5.1% of the roll. (The number and percentage of non-voters does not equal the non-participation rate as the legislation allows electors to be excused from voting if certain criteria are met.)

Non-voters can provide reasons as to why they did not vote and may be excused from voting if the reason given falls within the categories allowed under the legislation. Some of the reasons given for non-voting which were not accepted by the NSWEC include 'not liking the candidates nominating', 'don't know', 'forgot' and 'unwilling to vote'. The largest category of non-accepted reasons was 'unwilling to vote'.

The reasons electors who had not voted were excused included:

- absent from electoral area/district on polling day;
- aged/Infirm/Dementia/Physical or Mental Inability;
- correctional centre/gaol;
- deceased;

- did vote;
- disability;
- living overseas;
- moved - new address/changed address;
- not aged 18 on day of election;
- not an Australian citizen;
- religious objector;
- sick/carer; and
- working during the hours of voting.

The number and percentage of non-voters receiving penalty notices and those excused under the reasons listed above are provided in the following table. These figures show the major reason non-voters were excused was that they were absent from the district on election day. If iVote had been available to those who were just out of their district on election day (rather than interstate or overseas) then it could have been an option to this group of non-voters.

Table 22: Summary on Non-voters Statistics, NSW State Election 2011.

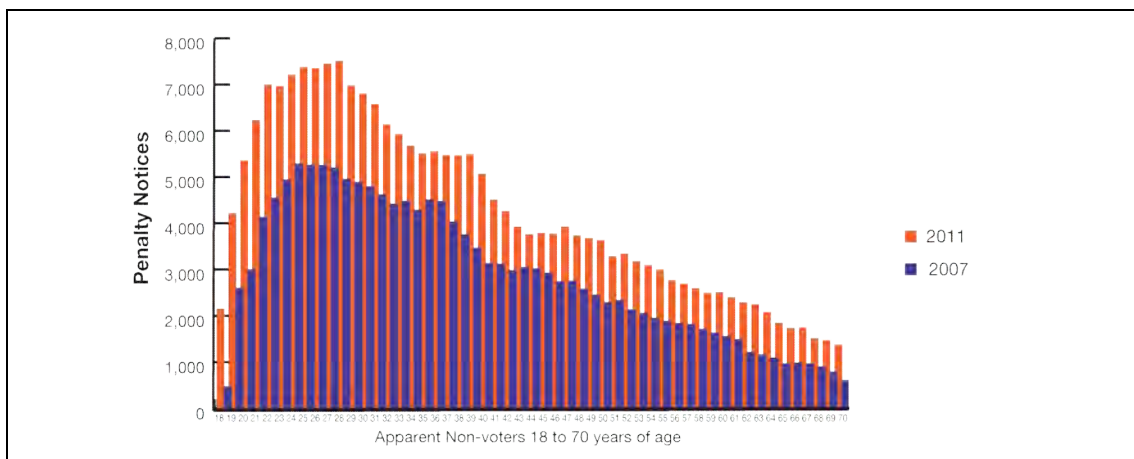
	Penalty Notice	%
Notices issued	234,173	
Excused and Reason:		%
Absent from district on election day	30,614	30.1
Aged/infirm/dementia/physical or mental inability	1,008	1.0
Correctional centre/gaol	635	0.6
Deceased	375	0.4
Did vote	14,948	14.7
Disability	549	0.5
Living overseas	5,924	5.8
Moved - address change	6,814	6.7
Not aged 18 on election day	2	0.0
Not an Australian Citizen	17	0.0
Religious objector	16,435	16.2
Notice returned	13,806	13.6
Sick/carer	8,655	8.5
Working during voting hours	1,926	1.9
Total	101,708	100.0
Not Excused and Reason		
Did not know	603	40.7
Don't like candidates	57	3.8
Forgot	195	13.2
Unwilling to vote	628	42.4
Total	1,483	100.0

The number of penalty notices sent to apparent non-voters was 234,173; 5.1% of the electors on the roll. Responses were received from 122,178 electors (52.2%). Electors who did not respond to the penalty notice received a follow up penalty reminder notice. There were 112,724 electors in this category comprising 2.4% of the roll and 48.1% of those who received an initial penalty notice. The total response received by the NSWEC to the penalty reminder notices was 43, a response rate of 0.7%. In early September the NSWEC issued final notices to electors who had not responded or who did not provide an acceptable reason for not voting.

The details of those electors who fail to respond to the reminder notice will be referred to State Debt Recovery Office in late 2011 for further action. The Parliamentary Electorates and Elections Act 1912 requires that this action occurs within 12 months from the date of election.

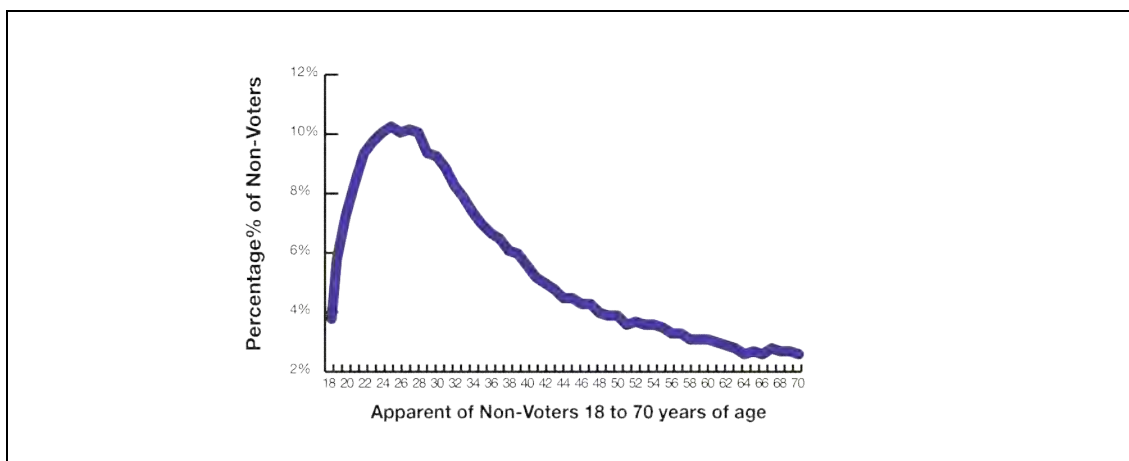
In 2011 considerably more penalty notices were sent to apparent non-voters than in 2007. The reasons for this increase were principally twofold. With the initiatives of SmartRoll and iVote providing greater means for electors to engage in the democratic process, it was timely for the NSWEC to adopt more stringent consideration of the reasons provided by electors for not voting. This, and improved systems for identifying apparent non-voters has led to the greater number of penalty notices being issued.

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



Graph 9: Non-voter Penalty Notices, 2007 and 2011 State Elections.

Examining non-voters as a proportion of the respective age groups, it is clear that electors in the age range 22 to 28 years are more likely not to vote. Electors over the age of 60 years are most likely to vote. Interestingly of the 18 year old group, traditionally thought of as less likely to vote, only 4% were sent penalty notices. This also lends weight to the view that SmartRoll contributed significantly to the number of 18 year olds on the roll and that SmartRolled enrollees voted in the 2011 NSW State Election.



Graph 10: Apparent Non-Voters as Percentage of Age Group, NSW State Election 2011.

## Feedback from Electors

### Complaints and Compliments

Electors could provide feedback to the NSWEC by letter, telephone or online. Complaints were handled in accordance with the NSWEC's 'Feedback and Complaints Policy'.

For the 2007 State General Election, the NSWEC received 216 written complaints about a variety of electoral service issues from 29 November 2006 to 31 May 2007. The majority of complaints related to candidates or registered political parties. The feedback from these complaints provided the impetus for many of the improvements introduced for the 2011 NSW State Election.

The NSWEC improved its complaints handling system for the 2011 election, introducing an online facility that enables registration of all complaints from all stakeholders.

For the financial year 2010/11, the NSWEC received a total of 342 complaints the majority of which (58.4%) were directly related to the March election. Other complaints concerned general matters and other elections run by the NSWEC. In relation to complaints raised about the State election, the three major matters of concern to complainants were website (20.2%), polling places (10.8%) and voting processes (8.9%).

The online facility for making complaints was well received with the majority of complaints taken by the online facility (213, 61.9%) followed by 81 (23.5%) through correspondence, 48 (14.0%) by email and 2 (0.6%) by facsimile. This enabled better handling and review of complaints.

Comparisons with the 2007 election are unreliable due to the different categories used and the reporting mechanisms.

All complaints bar five (1.5%) were resolved within 21 days as per the NSWEC's policy. Those not resolved within the target set were more complex and required expert advice and a longer timeframe.

## Survey Feedback

The NSWEC surveyed electors to obtain feedback on the services provided. The survey examined issues for all electors such as the perceived impartiality of the conduct of the election as well as separate surveys of specific services for groups such as electors from culturally and linguistically diverse communities. The elector survey was undertaken by phone immediately after election day.

The results of the independent survey of electors are presented below.

### NSWEC - fair and impartial?

- Overall, there was a high level of agreement that the NSWEC was fair and impartial. Over eight in ten (81%) eligible electors agreed that the NSWEC conducted the election in a fair and impartial manner;
- Reasons given for negative ratings mostly related to distrust of politicians, political bias and corruption of the democratic process. Reasons for positive ratings related to being happy with the voting process and the transparency and unbiased processes;
- Ratings of the NSWEC as 'fair and impartial' were compared to ratings of the AEC taken immediately after the 2010 Federal Election). This analysis showed a higher proportion agreeing that the NSWEC was 'fair and impartial' compared to the AEC.

### How people cast their votes

- Over four-fifths (84%) of the voters cast their ballot on election day and in their own electorate (94%). Approximately one in six (14%) voted before election day, and one in a hundred (1%) did not vote at all;
- Among those who did not vote (13), the primary reasons given were related to illness (either being ill or caring for someone who was) or religious reasons;
- Those aged 18-24 were significantly less likely to have voted in their own electorate (84%);



- Among the 6% who voted prior to election day, the majority (60%) did so in person at a pre-poll centre. Just over one third (36%) cast a postal vote, and 3% used iVote. The main reasons for voting early were 'travelling' (28%), 'unable to leave work' (22%), and 'convenience' (21%);
- Those in major cities were significantly more likely than the average to have voted by postal vote (46% compared to 36% overall). This may reflect the trend of political parties sending postal vote applications with promotional materials in 'letter box drops'. This is supported by the fact that most obtained a postal vote application form from political party materials (28% of postal voters).

## How 'informed' voters felt

- Generally, electors felt well informed, with seven in ten (71%) saying they felt either 'fully' or 'fairly' informed. Almost one in five (18%) said they wanted further information about voting with the majority (53%) wanting information about 'candidates or parties'.

## Satisfaction with voting services

- Generally, voters were satisfied with the queuing time at their polling place, with almost nine in ten (88%) saying they were either very satisfied or satisfied;
- There was also strong satisfaction with the services provided by electoral staff on polling day, with almost nine in ten (89%) voters saying they were either 'satisfied' or 'very satisfied';
- Similarly, voters showed strong levels of satisfaction with their polling places in general, with nine in ten (89%) voters saying they were either 'satisfied' or 'very satisfied';
- Those who voted before election day were also satisfied with the services they received. Eighty six percent (86%) of postal voters were satisfied with the service. Of the very small number of people surveyed who used the iVote service (3), all were satisfied.

## SmartRoll

- One in ten (11%) of those surveyed were aware of SmartRoll, with younger people (aged 18-24) significantly more likely to be aware of the service (26% compared to 11%);

- Of those who had heard of SmartRoll, one in five (20%) had their details updated through the service. Of the small number of people who had their details updated through SmartRoll (n=12), one quarter (n=3) said they would not have updated their details if not for this service.

## Enrolment

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

## Accessible format information

- All people surveyed were asked if they were aware of accessible format information from NSWEC. One in five (20%) were aware of large print formats, but only one in ten (10%) were aware of audio files or Auslan;
- Among those who were aware of the accessible formats, uptake was very low, with only 5% using audio files or large print, and 1% using Auslan. The vast majority of those who used audio files or large print were satisfied with these services.

## NSWEC's call centre

- Only two percent of the total sample said they had called the NSWEC after the election was announced. Among those who called the NSWEC, the most common reasons for doing so were 'to find out how to vote' (19%), 'what to do if away from home on election day e.g. interstate or overseas' (15%), or 'to get an enrolment form' (13%);
- The proportion of those who were 'satisfied' or 'very satisfied' with the NSWEC call centre were significantly higher than the proportion of those 'satisfied' or 'very satisfied' with the AEC call centre during the 2010 Federal Election (60% compared to 39%).

## NSWEC's website

- Almost one in five (18%) of those surveyed visited a NSWEC website after the state election was announced. Among these, the most common reason for doing so was to check the location of the nearest polling place (24%), check the election results (22%), or find out who the candidates were (12%);
- Ratings of the NSWEC website were lower compared to ratings of other NSWEC services. Just over half of those who visited the NSWEC website (56%) were satisfied (including 20% very satisfied);

- The proportion of those 'very satisfied' with the NSWEC website was significantly lower than the proportion of those 'very satisfied' with the AEC's 2010 Federal Election website (20% compared to 36%).

## Speed with which results were available

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

## Sydney Town Hall Polling Place, Sydney Electorate

- Ratings of the NSWEC as fair and impartial were very high at Sydney Town Hall. More than nine in ten (93%) of participants said they 'strongly agreed' that NSWEC conducted the election in a fair and impartial way;
- Over three-quarters (78%) of those who voted at Sydney Town Hall at the last election said that it was 'better' this time than last. One in five (20%) said it was 'about the same', and none said it was worse;
- Among those who had voted at Sydney Town Hall before, 86% said it was 'quicker' than last time;
- Satisfaction with the ease of voting was extremely high, with 96% of participants either 'very satisfied' (81%) or 'fairly satisfied' (15%);
- Extremely high levels of overall satisfaction with voting were recorded at Sydney Town Hall, with 97% reporting that they were satisfied (78% 'very satisfied', 19% 'fairly satisfied').

## Greenacre Polling Place, Bankstown Electorate

- Ratings of NSWEC at Greenacre were very high, with the majority (54%) 'strongly agreeing' that the NSWEC conducted the election in a fair and impartial way, and a further quarter (25%) 'tending to agree';
- A high proportion of people surveyed at Greenacre were from culturally and linguistically diverse communities (69%). The language most often spoken was Arabic;

- Almost half (47%) of those surveyed did not use any information to help them vote. Among the information sources used were 'instructions for voting booklet/leaflet' (31%) and 'explanation from electoral staff' (10%);
- Satisfaction with assistance provided by electoral staff was exceptionally high at the Greenacre YMCA polling place, with a total of 99% satisfied (93% 'very satisfied' and 6% 'fairly satisfied');
- There was also high satisfaction with the ease of voting. Almost all participants (99%) were either 'very satisfied' (92%) or 'fairly satisfied' (7%) with the ease of voting;
- Almost all participants (99%) were satisfied with the time taken to vote, including 92% who were 'very satisfied';
- Overall satisfaction with voting at the Greenacre polling place was very high, with 98% of participants saying they were very (83%) or fairly (15%) satisfied.

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Services for Candidates and  
Registered Political Parties



## Service Commitments

- Accurate and timely information concerning the conduct and rules of the election
- Accurate and comprehensive information and assistance with legislative changes concerning political donations, disclosures and funding
- Effective, efficient, informed and helpful and courteous assistance with enquiries from electoral staff
- Appropriate service options for nominations, appointing vote counting scrutineers and other candidate requirements
- Accessible, accurate and timely results
- Timely information on status of counts, any recount and declaration of polls
- Timely response to complainants including allegation of breaches of electoral requirements
- Means to independently assure the integrity of the conduct of the count of ballot papers

## And specifically for Registered Political Parties

- Opportunity to comment on polling place locations prior to finalisation
- High quality services for registration, continued registration and other services
- Ability to lodge bulk registrations at the NSWEC head office
- Access to a site where results in XML files were progressively provided



## Performance Targets

- Registered political parties and candidates are able to access accurate, timely and the necessary information to understand their rights and obligations and where to get help on electoral matters if they need it
- Processing of 'How-to-Vote' materials completed in the shortest possible time with the target being within 24 hours
- 100% of electoral districts complete the distribution of preferences within 48 hours of all votes being available (6pm Wednesday following election day)
- For any vote recount, the difference between the count and the recount for any candidate is less than ten votes
- Refunding of candidate deposits in accordance with legislative requirements, completed by late May 2011
- Survey responses from both candidates and registered political parties indicate satisfaction with services received
- Survey responses are used to establish benchmarks for future elections.

## Registration of Political Parties, NSW State Election 2011

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

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

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

## Information Services

The NSWEC provided briefings, a call centre, bulletins, and access to Returning Officers to assist candidates and registered political parties participate in the NSW State Election 2011. Free briefing sessions were provided for both candidates and registered political parties, as were handbooks for candidates and scrutineers.

The NSWEC and the EFA websites had specific pages for candidates and registered political parties. Material for registered political parties, groups, candidates and scrutineers such as nomination forms, was available on the NSWEC's website from November 2010 to coincide with the candidate seminars. The updated handbooks were available from early January 2011 following analysis and procedural changes to reflect

the reformed legislative provisions on political donations, funding and disclosures.

Visits to the EFA's website increased significantly as the election drew closer as shown below.

Table 23: Number of Visitors to the EFA Website 2010 – 2011.

Month	Unique Visitors	Number of Visits	Pages
July 2010	1,920	2,915	10,782
August 2010	1,722	2,924	14,730
September 2010	1,470	2,550	13,586
October 2010	1,558	2,621	12,869
November 2010	1,759	3,038	13,310
December 2010	1,642	2,562	14,391
January 2011	2,043	3,154	14,915
February 2011	2,411	3,428	13,378
March 2011	5,645	7,220	18,040
April 2011	853	1,309	4,665
May 2011	795	1,222	14,140
June 2011	1,020	1,717	15,568

Candidates and registered political parties could provide feedback to the NSWEC via correspondence, telephone, facsimile and on-line. Complaints could concern electoral services as well allegations of improper or illegal conduct by parties or candidates. The NSWEC was unable to consider allegations of electoral offences in the absence of the complainant providing evidence to substantiate the claim. The NSWEC does not investigate allegations regarding the truth of parties' or candidates' campaign claims.

The standards applied were those in the NSWEC's 'Feedback and Complaints Policy' for general complaints. Closer to the election and with matters of a serious nature responses were provided within a shorter time frame.

## NSW State Election 2011 Candidates' Handbook

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

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

## Candidate Enquiry Desk

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

## Bulletins to Registered Political Parties

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

These bulletins commenced in late December 2010.

## Information Seminars

### Candidates

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

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

- election funding and disclosure.

The locations and dates of the seminars are provided Appendix L.

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

## Registered Political Parties

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

- the NSWEC's service commitments;
- the election calendar;
- key amendments to the Parliamentary Electorates and Elections Act 1912 and changes to the Election Funding, Expenditure and Disclosures Act 1981 since the 2007 NSW State General Election;
- enrolment issues including automatic enrolment and provision of electoral rolls;
- elector services including communication campaign, Elector Enquiry Service, assistance to culturally and linguistically diverse communities and electors with disabilities, iVoting, centralised postal voting, pre-poll voting locations, interstate and overseas pre-poll voting;
- Returning Officers' offices, nomination and scrutineer procedures and handbooks;
- registration of "How-to-Vote" Material;
- voting on election day, polling place locations, ordinary, absent and enrolment voting, declaration vote categories;
- count of ballot papers – Legislative Assembly, Sunday Check Count, distribution of preferences, two candidate preferred and proposed times;
- Legislative Council operations and count;
- results on NSWEC website, presentation of state-wide results and swings;
- declaration of candidates;
- recounts; and

- declaration of results for Legislative Assembly and Legislative Council.

Candidates and parties could contact the Returning Officer for the district concerned. Returning Officers' offices were open to the public on Monday 7 March 2011 and their contact details were made available on the NSWEC's website.

## Registered Political Parties - Consultation on Polling Places

The NSWEC in October and November 2010 consulted with registered political parties and existing Members of Parliament on the proposed number and location of pre-poll, polling places and declared institutions proposed for the 2011 election. The closing date for comments was 22 November 2010 after which the NSWEC finalised the locations of pre-poll and election day polling places.

## Electoral Roll

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

Legislative amendments saw the introduction of provisions enabling registered political parties and Members of Parliament to receive, upon request, information concerning electors' mode of voting.

All candidates and registered political parties were reminded of their privacy and confidentiality responsibilities in the proper use of the electoral roll provided to them.

## Nominations

Nominations for the Legislative Assembly and Legislative Council opened on 5 March 2011, when the Writs were issued and closed 12 noon on Thursday 10 March 2011. The issuing of the Writ on the Saturday meant that those who needed to meet the requirements of enrolment on the NSW roll to become a candidate had to do so by 6pm 5 March (s79(1)).

All forms were available from the NSWEC's website and hard copies posted upon request. Returning Officers were able to provide nomination forms for the Legislative Assembly but not the Legislative

Council. The NSWEC took bulk nominations for the Legislative Assembly at its head office until midday Wednesday 9 March, and till midday Thursday 10 March for independent and party nominations lodged at the offices of Returning Officers.

Nominations for the Legislative Council were taken at the NSWEC head office up to midday Thursday 10 March 2011.

The NSWEC advertised the opening of nominations from Friday 4 March to Sunday 6 March 2011 and provided information on accessing nomination forms, pay deposits and other processes. Nomination included requirements for the 'Child Related Conduct Declaration'. These were placed upon the NSWEC's website with other information concerning candidates such as the candidates' names and suburb/town or locality. Candidates' telephone or email details were only provided if the candidates allowed these details to be published. Candidates' addresses were not published on the NSWEC website.

Recent reforms to the nominations process entailed the introduction of email lodgement of scanned nomination papers, the ability to lodge deposits separately from nomination papers (although both are required by the nomination deadline), and the ability to specify in their nomination papers a short or alternative form of their given name for printing on the ballot papers.

Nomination withdrawals were required before noon on the day of nomination in writing and signed by the candidate. These needed to be lodged in person or faxed or scanned and emailed to the Returning Officer or NSWEC depending upon where the nomination form was lodged.

## Candidate Deposits

The deposits for registered political parties' candidates could be lodged in bulk centrally at the NSWEC's head office at Level 25, 201 Kent Street, Sydney while the deposits of independent candidates or independent group nominations could be lodged locally at the Returning Officers' offices.

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



As required by electoral legislation the deposits were refunded to candidates or registered political parties who met the criteria for refunds. The service standard set for refunding of nomination deposit was completion by the end of May 2011.

## Registration of Electoral Material - 'How-to-Vote'

Applications for registration of electoral material opened after the close of nominations. The legislated period for applications to be lodged was only one week beginning on nomination day and ending eight days before election day. The registration of electoral material commenced from Friday 11 March at the NSWEC's head office and closed 5pm Friday 18 March 2011. This deadline also applied to applications for variations from previously approved or registered electoral material.

Registered political parties or groups (registered under the Election Funding, Expenditure and Disclosures Act 1981) could apply to register joint 'how-to-vote' cards.

The NSWEC set a service standard of processing the registration of electoral material applications within the shortest time possible (usually 24 hours). The NSWEC provided a formal certificate of registration but in recognition of the tight timeframes provided verbal advice in advance of the formal certificate.

Scrutineers could inspect registered electoral material on election day at the Returning Officer's office between 8am and 6pm.

Applicants could nominate one item of 'how-to-vote' material for distribution at declared institutions. This was included in the folder of material prepared by the Returning Officer for residents. Otherwise, the general provisions around the registration of electoral material applied equally to the material used at declared institutions.

## Ballot Paper Draw

Returning Officers conducted the ballot paper draw for the Legislative Assembly at 2pm on Thursday 10 March 2011 when nominations closed. The draw for the Legislative Council was conducted by the Electoral Commissioner at the NSWEC's head office at 3pm.

Details of the Legislative Council Draw and second preference Group is at Appendix M.

## Scrutineers

The NSWEC provided to candidates and registered political parties a 'Handbook for Scrutineers'. Registration of scrutineers was undertaken at polling places on election day. Scrutineers also had access to the Returning Officers' offices during election day to inspect registered electoral material and after 6pm to witness the count of the pre-poll ordinary votes. Scrutineers attending Returning Officers' offices were required to provide the registration form signed by their candidate authorising them to be scrutineers.

Scrutineers were able to attend the NSWEC's counting centre at Riverwood as well as the sealing and unsealing of the electronic boxes used for iVoting. Scrutineers were also able to attend the printing and secure parcelling of the printed iVote ballots prior to dispatch to Returning Officers within the respective electoral districts. In the case of iVote ballot papers, scrutineers were not able to report on the preferences cast.

## Disposal of Campaign Materials

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

## Postal Vote Applications

The postal vote application form was available from Monday 14 February 2011. Registered political parties could lodge completed postal vote applications at the NSWEC Processing Centre at Unit 11, 100 Belmore Road, Riverwood from Monday 28 February 2011.

Parties were asked to return completed application forms to the NSWEC on a progressive basis to reduce delays for electors and to assist the NSWEC provide an efficient service.

## Results

As previously indicated, the NSWEC provided on election night a virtual tally room rather than a physical tally room.

Candidates were able to access results data from the NSWEC's website from 6.30pm on election day. These results were progressively updated as data became available from polling places. Candidates who are

members of registered political parties were able to access results data from their party as well.

The NSWEC provided registered political parties with access to a site where a series of XML files was progressively provided as results data became available from polling places commencing 6.30pm election night.

## Recount of Votes and Challenging Election Results

Any candidate may request a recount. The request must be made in writing to the Electoral Commissioner prior to the declaration of the poll. The Electoral Commissioner determines the time and venue for the recount. The recount includes all informal votes and a new distribution of preferences. All candidates in the district or the Legislative Council as appropriate are advised of the recount.

If recounts are required they are undertaken as soon as possible after the initial distribution of preference is completed and before declaration of poll.

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

Candidates can challenge the result of the election after the declaration of the poll by submitting a petition addressed to the Court of Disputed Returns no later than 40 days after the return of the Writ.

The two challenges to the election outcomes are discussed in section on 'Key Issues'.

## Declaration of the Poll

For the Legislative Assembly, Returning Officers declared the results for their electoral district once their Legislative Assembly count was complete and the successful candidate determined. Candidates were invited to attend the declaration of the poll.

For the Legislative Council the Electoral Commissioner announced the 21 candidates elected immediately upon completion of the counting of votes. Candidates and media were invited to attend. The list of candidates elected to the Legislative Council is at Appendix N.

The election results for the Legislative Assembly and Legislative Council were published in the press and on the NSWEC's website.

Details of candidates elected to the Legislative Assembly are available in the respective electoral district summary in Part 2 of this report.

## Return of the Writs

After the announcement of the result in each electoral district, the Electoral Commissioner endorsed the names of successful Legislative Assembly candidates for the electoral districts concerned on the Writs as well as the names of the successful Legislative Council candidates. The Writs were returned to the NSW Governor on 13 April 2011.

The return of the Writs formally marked the end of the election period.

## Election Funding and Disclosures

### Legislative Amendments

In March 2010, the Joint Standing Committee on Electoral Matters handed down their report on "Public Funding of Election Campaigns", which contained 51 recommendations that the Committee envisaged would "guide the development of a substantially fairer, more robust funding and disclosure regime in NSW".

The Authority's response to the Committee Report recommended the Government develop legislation that ensures that NSW not only continues to have the most transparent and comprehensive disclosure provisions of all Australian electoral jurisdictions, but strengthens those provisions associated with compliance and enforcement.

In October 2010, the NSW Parliament agreed to changes to the Election Funding, Expenditure and Disclosures Act 1981, following the recommendations by the Joint Standing Committee on Electoral Matters. Key changes included:

- caps on political donations for State elections;
- caps on electoral expenditure for State elections;
- the addition of liquor, gambling and tobacco business industry entities to the list of prohibited donors; and
- changes to public funding.

The implementation date was 1 January 2011 and the new laws applied to the 2011 NSW State Election for political parties, candidates, groups, elected members, political donors and third party campaigners.

The NSWEC and the EFA communicated the changes via:

- new guidelines and protocols;
- updated information on the EFA's website;
- information seminars for registered political parties;
- additional NSW State Election 2011 candidate seminars in selected locations throughout NSW in February 2011;
- an advertising campaign; and
- correspondence to all elected members, registered political parties and official agents informing them of transitional arrangements.

Registered political parties, candidates and donors were able to access up to date information on the EFA's website [www.efa.nsw.gov.au](http://www.efa.nsw.gov.au), by accessing the EFA's Handbooks and via the email enquiry service ([enquiries@efa.nsw.gov.au](mailto:enquiries@efa.nsw.gov.au)) and call centre on 1300 135 736.

## Political Donation Caps

From 1 January 2011 there were caps on political donations (except in relation to Local Government elections and elected members of local councils). These are provided below for the period covering the NSW State Election 2011.

Table 24: Political Donation Caps for the period 1 January 2011 to 30 June 2011, NSW State Election 2011.

Capped amount	Made to or for the benefit of
\$5,000	A registered party
\$2,000	An unregistered party
\$2,000	An elected member
\$5,000	A group of candidates for the Legislative Council
\$2,000	A candidate
\$2,000	A third-party campaigner

Each of the capped amounts referred to above are adjusted for inflation each financial year.

## Electoral Communication Expenditure Caps

Also, from 1 January 2011 there were caps on the amount of electoral communication expenditure that could be incurred in relation to State election campaigns.

Electoral communication expenditure is electoral expenditure of the following kinds:

- advertisements;
- the production and distribution of electoral material;
- the internet, telecommunications, stationery and postage;
- employment of staff engaged in election campaigns; and
- office accommodation for staff and candidates (not including party headquarters or the electorate office of an elected member).

Electoral communication expenditure is capped during the capped expenditure period for an election. In respect of the 2011 State election the capped expenditure period was 1 January 2011 to 26 March 2011.

Table 25: Applicable Electoral Communication Expenditure Limits NSW State Election 2011.

Electoral communication expenditure incurred by:	General cap
A party that endorses a group for the Legislative Council and between 0 and 10 candidates for the Legislative Assembly	\$1,050,000
All other parties	\$100,000 x number of Legislative Assembly electoral districts in which a candidate is endorsed by the party
A group of unendorsed candidates for the Legislative Council	\$1,050,000
An endorsed candidate for the Legislative Assembly	\$100,000
An unendorsed candidate for the Legislative Assembly	\$150,000
An ungrouped candidate for the Legislative Council	\$150,000
A candidate for a Legislative Assembly by-election	\$200,000
A third-party campaigner	<ul style="list-style-type: none"> <li>• \$1,050,000 (if registered with the EFA before the capped expenditure period for an election); or</li> <li>• \$525,000 (in any other case).</li> </ul>
A third-party campaigner (by-election)	\$20,000
Electoral communication expenditure incurred for the election of a candidate in a particular electoral district by:	Additional cap (within the general cap)
A party	\$50,000 per district
A third-party campaigner	\$20,000 per district

Each of the capped amounts referred to above were adjusted for inflation for the election period commencing 27 March 2011.



## Funding

### Election Funding Entitlements

Election funding schemes in NSW appropriate public money to reimburse registered political parties and candidates for certain election expenditure incurred at a State General election or by-election up to limits set by statute.

The Act imposes a duty on the EFA to exercise its election funding functions in a manner that is not biased against or in favour of any particular party, group, candidate or other person, body or organisation.

### Central Fund

The EFA kept a Central Fund with respect to the 2011 State election. There were no advance payments made from the Central Fund to eligible parties during the reporting period.

Amendments to the Election Funding, Expenditure and Disclosures Act 1981 mean that from 1 January 2011 the Central Fund was replaced by the Election Campaigns Fund.

### Constituency Fund

The EFA kept a Constituency Fund with respect to the Penrith State By-election held on 19 June 2010. The purpose of the Fund was to reimburse parties and candidates for election campaign expenditure incurred with respect to the by-election.

Amendments to the Election Funding, Expenditure and Disclosures Act 1981 mean that from 1 January 2011 the Constituency Fund was replaced by the Election Campaigns Fund.

### Election Campaigns Fund

The EFA keeps an Election Campaigns Fund in respect of State elections (including by-elections). The purpose of the Fund is to reimburse eligible parties and candidates a percentage of electoral communication expenditure incurred during the capped expenditure period for an election.

## Parties

A party is, subject to and in accordance with the Act, eligible for payments from the Fund with respect to a State election (other than a by-election) if:

1. it is a registered party as at election day; and
2. it endorses candidates who are nominated for election; and
3. the EFA is satisfied the candidates claimed to be endorsed by the party; and
4. at least one of those candidates endorsed by the party is elected, or the total number of first preference votes received by all those candidates endorsed by the party is at least 4 per cent of the total number of first preference votes in all electoral districts or all first preference votes received in the Legislative Council election.

With respect to the 2011 State election, the following parties are eligible to receive a payment from the Fund kept for the election:

- Australian Labor Party (NSW Branch)
- Christian Democratic Party (Fred Nile Group)
- Country Labor Party
- Liberal Party of Australia New South Wales Division
- National Party of Australia – NSW
- Shooters and Fishers Party
- The Greens

The amount to be distributed to an eligible party from the Fund is determined by the amount of electoral communication expenditure incurred by the party during the capped expenditure period for the election.

This amount is, in respect of a party that endorsed a group for the Legislative Council election and between zero and ten candidates for election to the Legislative Assembly, the maximum amount that may be distributed to the party is:

- 100% of the electoral communication expenditure incurred by the party for the election that is within 0-10% of the party's expenditure cap; plus
- 75% of the electoral communication expenditure incurred by the party for the election that is within the next 10-90% of the party's expenditure cap; plus

- 50% of the electoral communication expenditure incurred by the party for the election that is within the last 10% of the party's expenditure cap.

In respect of all other parties, the maximum amount that may be distributed to each party is:

- 100% of the electoral communication expenditure incurred by the party for the election that is within zero to one third of the party's expenditure cap, plus
- 75% of the electoral communication expenditure incurred by the party for the election that is within the next one third to two thirds of the party's expenditure cap; plus
- 50% of the electoral communication expenditure incurred by the party for the election that is within the last one third of the party's expenditure cap.

The maximum amount which may be distributed to each eligible party in respect of the 2011 State election is provided below.

Table 26: Maximum Entitlement for Eligible Registered Political Party, NSW State Election 2011.

Party	Expenditure Cap	Maximum entitlement
Australian Labor Party (NSW Branch)	\$8,800,000	\$6,600,000
Christian Democratic Party (Fred Nile Group)	\$8,600,000	\$6,450,000
Country Labor Party	\$1,050,000	\$787,500
Liberal Party of Australia NSW Division	\$7,300,000	\$5,475,000
National Party of Australia - NSW	\$2,000,000	\$1,500,000
Shooters and Fishers Party	\$1,050,000	\$787,500
The Greens	\$9,300,000	\$6,975,000

The amount available for distribution from the Fund to the eligible parties is \$28,575,000.

During the reporting period no payments were made from the Election Campaigns Fund to eligible parties.

## Candidates

A candidate who is duly nominated for a State election is eligible for payments from the Fund with respect to the State election (including a by-election) if:

1. the candidate is registered as a candidate with the EFA as at election day; and
2. in the case of a Legislative Council candidate, the candidate was not included in a group, or was included in a group where none of the group members were endorsed by a party; and
3. the candidate is elected, or one of the following occur:
  - (i) in the case of a Legislative Assembly election, the candidate receives at least 4 per cent of the first preference votes in the electoral district for which the candidate was nominated; or
  - (ii) in the case of a Legislative Council election, the candidate receives at least 4 per cent of the first preference votes (and if included in a group, the candidates in the group receive at least 4 per cent of the first preference votes) at the election.

In respect to the 2011 State election, no candidates for the Legislative Council are eligible to receive a payment from the Fund.

The amount available for distribution from the Fund with respect to eligible candidates is \$12,592,500.

During the reporting period no payments were made from the Election Campaigns Fund to eligible candidates.

## Administration and Policy Development Funds

Amendments to the Election Funding, Expenditure and Disclosures Act 1981 mean that the EFA keeps an Administration Fund and a Policy Development Fund. The Funds apply only in respect of parties registered for State elections and elected members of the NSW Parliament.

### Administration Fund

The purpose of the Administration Fund is to reimburse administrative and operating expenditure incurred by independent elected members and registered parties that have representatives in Parliament.

A party is, subject to and in accordance with the Act, eligible for annual payments from the Administration Fund on a calendar year basis if:

1. it was a registered party on election day for the previous State election and continues to be a registered party as at 31 December, which is the date the annual entitlement is determined; and
2. candidates endorsed by the party were elected at the State election; and
3. the EFA is satisfied that the elected members claimed to be endorsed by the party; and
4. the EFA is satisfied that the elected members continue to be members or representatives of the party as at the date in which the annual entitlement is determined (31 December).

The amount that may be distributed to an eligible party is the amount of administrative expenditure incurred by or on behalf of the party during the calendar year to which the payment relates. However, the maximum amount payable to a party for a calendar year is equal to \$80,000 for each elected member endorsed by the party or \$2,000,000, whichever is less.

## Policy Development Fund

The purpose of the Policy Development Fund is to reimburse policy development expenditure incurred by registered parties that do not have representatives in Parliament.

A party is, subject to and in accordance with the Act, eligible for annual payments from the Policy Development Fund on a calendar year basis if:

1. it was a registered party and has been a registered party for at least 12 months as at 31 December, which is the date the annual entitlement is determined; and
2. the EFA is satisfied that it operates as a genuine political party; and
3. it is not entitled to payments from the Administration Fund.

The amount that may be distributed to an eligible party is the amount of policy development expenditure incurred by or on behalf of the party during the calendar year to which the payment relates. However, the maximum amount payable to a party is 25 cents for each first preference vote received by candidates endorsed by the party at the previous State election. If this amount equates to less than \$5,000 then the amount payable to the party is \$5,000.

## Feedback from Candidates and Registered Political Parties

The NSWEC undertook a survey of candidates and registered political parties to obtain feedback on the services provided in April 2011.

The survey sent to registered political parties was completed by four parties and these numbers are too small to be used for reporting purposes. Of the total number of 809 candidates 111 responded to the survey. Of these three quarters (74.8%) nominated for the Legislative Assembly; over half (54.1%) were nominated by a registered political party and 43.8% stood as an independent. The majority of respondents had never stood as a candidate before (62.5%) and while all (100%) had not been elected around two thirds of respondents (65.6%) said that they would stand again as a candidate. The sample therefore is best taken as reflective of the views of unsuccessful candidates rather than representing the wider population of candidates (both successful and unsuccessful candidates).

### NSWEC – fair and impartial?

- Despite not being successful in standing for the NSW Parliament, almost nine in ten (89.1%) candidates felt that the NSWEC had conducted the election impartially and 4.7% did not know.

“From my experience, all preparations for the Election were carried out and did not favour any one candidate. All candidates were personally invited to the Draw and Close of Polls, and this was much appreciated by all concerned. Again, these actions gave evidence of the Commission’s impartiality. Where candidates contravened the standards of behaviour outlined by the Commission (e.g. placing electoral material inappropriately) they were counselled by Commission staff – to good effect! The whole presentation and conduct of Commission staff during the Election was professional and supportive of an impartial electoral process.”

“I believe that process ‘How to Vote’ were clear and impartial and followed closely.’

“Fair and equal treatment of all candidates.”

Representative negative views were:

“While I believe the RO operated with the utmost clarity, some of the parties, took short cuts and abused the system and didn’t adhere to cut off for electronic advertising etc; this needs to be policed more and complaints responded to.”

“I believe the NSW Electoral Commission needs to respond more quickly and have greater powers around activity in an election that is illegal. It’s important to candidates that there is a timely and swift response, that discourages future unwarranted or illegal activity. I believe this is an important area that needs to be addressed in order for the NSW Electoral Commission to be perceived as impartial.”

- Where specific examples supported by factual information were provided for a negative view of the NSWEC’s impartiality, these matters were investigated. The issues identified could largely be addressed by training and the implications for future training were noted.

## Election Conducted Satisfactorily?

- Nearly eight in ten (78.3%) reported the NSWEC’s conduct of the election as either satisfactory or very satisfactory. Almost eighty three percent (82.8%) of those who had received a copy of the NSWEC’s Service Commitment Charter felt that the NSWEC had met these standards.
- Many of the comments about where election services could be improved concerned pre-poll locations, numbers and length of availability. A common perspective was that the pre-poll period was too long and should be shorter in view of the resourcing demands it placed upon candidates and parties to attend to provide ‘How-to-Vote’ cards at these locations and to answer queries.

## Provision of Election Information

- Candidates were positive about the information they received about their responsibilities and rights and where to get help on electoral matters if needed (86.4%). Less than half however had attended an information session provided by the NSWEC. Of those who called the information help desk 79.2% received the information they required.
- 85.6% of candidates reported receiving sufficient information.



## Capacity of Returning Officers

- Overall satisfaction with Returning Officers was very high (87%). Feedback was uniformly positive over communication to candidates, the nominations process, conduct of the draw for the ballot paper, assisting with enquiries but slightly less so on the activities of providing information on the count and its progress (75% and 60.5%).
- It seems any shortcomings in information provided by Returning Officers on the conduct of the count were balanced by other sources of information as 80.8% of candidates reported being happy with the information provided on how the count would be conducted.

## Registering 'How-to-Vote' Election material

- The majority of candidates reported that the NSWEC met its target of processing 'how-to-vote' material within the 24 hour timeframe. Only 2% felt that the NSWEC did not meet this target and 38.8% said that they did not know if the target had been met.

## Obtaining Results

- The majority of candidates sought result information from the NSWEC's website (88.9%) and/or from the media (52.5%). The majority (84.2%) were happy with the timeliness of results information on election night. Over half (52.6%) felt that the NSWEC met its target of completing the distribution of preferences within 48 hours of all votes being available. Nearly a third however did not know if this was the case (29.5%).



Services for the Media

## Service Commitments

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

## Performance Targets

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



## Information Services

The media played an important role in raising community awareness of the NSW State Election in 2011. The NSWEC assisted the media by providing:

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

The NSWEC also provided information on the initiatives SmartRoll and iVote as well as the other improvements implemented for the 2011 NSW State Election. Media releases and interviews conducted are at Appendix O.

Following declaration of the 2011 poll, the NSWEC plans to provide information on the electoral statistics publicly for comparative purposes with previous elections.



## Results

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

## Feedback from Media Representatives

The NSWEC surveyed journalists to obtain feedback on the services provided however the number responding was small (24) and the feedback can only be regarded as indicative. The survey was undertaken in the first week of April 2011.

The vast majority felt the NSWEC had conducted the election impartially. Those that did not answer 'Yes' indicated that they 'Didn't know/couldn't tell'.

In terms of area of coverage, the majority of respondents (9) had been reporting electoral campaigns within specific electoral districts, followed by statewide electoral events and political analysis (4) and seats/results (2). Of the remaining respondents one respondent had a specific focus upon coverage for the 'Thais, Laos and Cambodians' community.

While keeping in mind the small sample size proviso, the majority of respondents:

- thought the NSWEC conducted the election impartially (with 3 indicating 'don't know/can't recall');
- were satisfied with the NSWEC's Virtual Tally Room;
- were satisfied or more than satisfied with the comprehensiveness; quality, timeliness; ability to access information provided by the NSWEC.

Two respondents felt that the residents of rural NSW needed more customised information.

"Not everyone is online in the bush."

Unfortunately respondents could not compare the services they received for this election with those provided at the 2007 State Elections or the 2008 Local Government Elections.

The majority of respondents were satisfied with the services provided by the NSWEC's media spokesperson and the information provided by the NSWEC's online tally room particularly the timeliness of updates.

One respondent suggested that:

“the Virtual Tally Room needs a complete overhaul in terms of layout and accessibility. It was very difficult to digest with the very short turnaround for rolling coverage of the election.”

The suggestions for improvements were mixed. In addition to concerns regarding the information required by the rural media, there were requests for:

“More seat focussed releases/information could be provided by returning officers in lead-up to each election. Not a lot of it is pro-active. Most contacts are media generated.”

“Take more notice of internet-based media as they are arriving much faster than most people expect. They will certainly be a major player in the next election.”

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Support for Electoral Staff

## Service Commitments

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

## Performance Targets

- Electoral staff receive accurate and timely information on their responsibilities and entitlements
- Election staffing allocations are within a range of plus or minus 5% of estimated requirements
- Final remuneration payments made within a fortnight of the election
- Reduced number of occupational health and safety incidents compared to the 2007 State General Election that lead to worker compensation claims;
- Feedback from NSWEC electoral staff indicates satisfaction with support provided
- Survey responses are used to establish benchmarks for future elections

## Election Staff Numbers and Staff Profile

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

Table 27: Employment Numbers by Staff Category NSW State Election 2011.

Staffing Position	Employed
Returning Officer Support Officers	10
Returning Officers	93
Total Office Staff	4,099
Senior Office Assistants	92
Office Assistants	4,007
Total Election Day Staff	19,826
Polling Place Managers	2,625
Deputy Polling Place Managers	864
Polling Place Assistants	37
Declaration Vote Issuing Officers	6,302
Election Officials	9,052
Part Day Election Officials	940
Legislative Council Count Managers	6
Total Staff	24,028

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

### Staff Profile

The electoral staff employed for the 2011 NSW State Election were a diverse group. The age range was 17 - 89 years. The oldest Office Assistant was 85 years and the oldest Polling Place Manager was 79 years. Seven out of ten staff had prior election experience (70.6%; 16,881), 12.1% advised they held a current First Aid Certificate; 0.8% (195) advised they were from an Aboriginal or Torres Strait Islander background and 0.1% had AUSLAN skills.

At the Sydney Town Hall which was the largest polling place, there were 43 staff of which 11 were multilingual. The total number of multilingual staff was 2,530 (10.6%) of the total number of electoral staff. Languages spoken by staff are at Appendix P.

Reliable data does not exist for the 2007 NSW State Election to make any comparisons on the number of positions filled by people of Aboriginal or Torres Strait Islander background.

## Recruitment

Recruitment of staff in the numbers required is a mammoth task; as is training staff once employed. Over successive elections, the NSWEC has increased its use of online communication technologies to provide information on employment opportunities to potential election officials, to train successful applicants and to obtain feedback from staff post the election.

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

Recruitment for State General Election was undertaken in two stages. First, senior election officials such as Returning Officers and Returning Officer Support Officers were recruited followed by recruitment of election officials for polling places. The responsibility for employment action is divided across the head office of the NSWEC and Returning Officers. Returning Officers employed polling place staff and head office recruited Returning Officers and Returning Officer Support Officers.

The NSWEC received 42,616 expressions of interest for employment in the election. The number of available election official positions was 24,001 of which 23,925 were filled. Including Returning Officer Support Officers and Returning Officers the total complement of staff was 24,028. Some staff held more than one position with the effect that the total number of individuals employed for the election was 21,808. Dual position holding was common between Returning Officers' assistants and polling day positions with 2,117 people undertaking both of these roles.

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

The NSWEC's evaluation of the satisfaction of Returning Officers with the online recruitment process found that 95.1% found the site easy to use. The website was also reported to have sufficient details of:

- the conditions of employment;

- the requirements of the position;
- the recruitment process; and
- the timeframes for the completion of recruitment.

## Training

The NSWEC provided online training of Polling Place Managers at the 2008 Local Government Elections. For the NSW State Election in 2011, a new online training system was implemented to train all election officials including Returning Officers, Returning Officer Support Officers, Declaration Issuing Officers, Polling Place Managers, Deputy Polling Place Managers and Legislative Council Count Managers. The online training was followed by face to face training.

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

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

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

## Supply of Equipment and Materials

The conduct of any State General Election is a large scale and highly complex logistical operation with inflexible timeframes. The NSWEC undertakes a range of logistical activities to support electoral staff situated in electoral districts across NSW including the hire of furniture for the Returning Officers' offices and the Elector Enquiry Centre, provision of cardboard polling equipment for polling places (ballot boxes and voting screens), a range of courier and delivery services.

The major components of the logistical operation were:

- delivery and return of election materials;

- Declaration Vote exchange;
- Legislative Council ballot paper return;
- statewide courier service;
- delivery of Sydney Town Hall votes; and
- delivery of cardboard polling equipment.

The distribution timetable was:

- initial delivery of election material 17 January to 15 February 2011;
- interstate and overseas dispatch 12 to 13 March and delivery 23 to 30 March 2011;
- cardboard material delivered to polling places 14 to 25 March 2011;
- Sydney Town Hall delivery 24 March and return 27 March 2011;
- Legislative Council Ballot Papers return 27 March to 2 April 2011;
- declaration vote exchange 28 to 29 March 2011; and
- Returning Officers' materials return 11 to 15 April 2011.

Additional services included the delivery and return of electoral rolls and polling equipment of which stationery items used in voting was a major component (pencils, sharpeners, pens and aids for electors with visual or other disabilities).

## Information Technology Support

Many election processes rely upon information technology. Equipping Returning Officers' offices is another significant undertaking as is providing assistance to election officials using these systems.



The table below provides information on the information technology set up for Returning Officers.

Table 28: Information Technology Equipment provided to Returning Officers' Offices, NSW State Election 2011.

Equipment	Number
Laptops for roll lookup and electronic mark-off in pre-polls and some used in polling places for roll lookup	142
Mobile Phones for Returning Officer offices	279
Modems – Returning Officer office network	98
Netbooks for roll lookup in polling places	1,415
Network Drive – Returning Officer office network	93
Desktop PCs – Returning Officer office network	487
iRoll Handheld electronic device for roll lookup in PP	2,314
Printers – Returning Officer office network	372
Switches – Returning Officer office network	126
Wireless 3G – Returning Officer office network	93

The support required from the NSWEC's head office to assist electoral staff in Returning Officers' offices use this equipment is substantial. From mid February to the end of March 2011, 2,491 requests for assistance were handled by staff in the head office. These calls typically fell into requests for assistance with hardware, software or internet connection.

## Occupational Health and Safety

The NSWEC's occupational health and safety risks are at their highest during an election period. It is a significant issue for the NSWEC with its large, casual workforce, and its reliance upon premises not owned by the NSWEC. To the greatest extent possible under these conditions, the NSWEC concentrated on hazard identification and risk minimisation when selecting venues and training election officials.

In relation to its own facility at Riverwood the NSWEC undertook a range of measures to fully comply with the NSW WorkCover's requirements and to manage occupational health and safety issues

The number of incidents concerning injuries to staff varies from election to election. In 2007 in the State General Election, 23 incidents considered as potential workers' compensation claims were referred to the NSWEC's insurer. In the following year for the Local Government Elections, three such matters were referred to the insurer.

The goal of the NSWEC for the State General Election 2011 was to ideally have no occupational health and safety incidents. The specific target was a reduced number of occupational health and safety incidents



compared to the 2007 State Government Election that lead to workers' compensation claims. As at May 2011, seven matters were being dealt with by the NSWEC's workers' compensation agency. This represents a significant reduction from that incurred in the 2007 NSW State Election.

## Workplace Issues

The NSWEC's Grievance Handling Policy and Procedures apply to matters raised by election officials unhappy with their employment. No matters were raised by electoral staff under this policy during the 2011 NSW State Election period.

## Feedback from Electoral Staff

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

The major focus of the surveys of election officials was upon detailed operational aspects. This feedback has been summarised where possible by issue across election staff categories.

A total of 8,940 election officials completed the surveys (37.2% of total staff). Of this number 70.9% were female and of the total almost half (45.1%) had previously worked for the NSWEC. More Polling Place Managers and Deputy Polling Place Managers indicated that they had previously worked for the NSWEC in an election (7.4%) than any other category of staff. Most respondents indicated that they had heard of the employment opportunities arising in the 2011 State General Election after receiving advice from the NSWEC.

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

## NSWEC – fair and impartial?

Feedback from election staff on the impartiality of the NSWEC saw highest scores from Returning Officers and their Support Officers with

Office Assistants recording a lower but still very high degree of confidence in the NSWEC's fair and impartial conduct of the election.

Table 29: Staff Ratings of the NSWEC's Impartial Conduct of the NSW State Election 2011.

Election Official Category	%
Returning Officer Support Officer	100.0
Returning Officer	100.0
Polling Place Managers/ Deputy Polling Place Managers	98.3
Senior Office Assistants	97.4
Office Assistants	97.0
Polling Place Election Officials	98.1

## Recruitment

- The majority of Returning Officers had heard about the position directly from the NSWEC by email 26.5%; major newspaper 16%; local newspaper 11%; NSWEC website 18.2%; and family friends and previous election officials 12.7%. Similar responses were received from other election staff categories;
- The vast majority of respondents found the NSWEC's online recruitment website easy to use (90.0% Polling Place Managers; 91.0% Deputy Polling Place Managers; 85.0% of Senior Office Assistants; 88.8% Office Assistants, and 91% election officials);

## Training

- Overall, training was very well received with a high positive response across all positions for both face-to-face and online training
- The eLearning training of Returning Officers was recommended by 96.2% of Returning Officers as a tool for building knowledge and understanding of the Returning Officers' role and the processes to be undertaken in an election (96.2%). Four out of five respondents (80.8%) did not report any missing topics or questions that would have been useful to include in the eLearning programme;
- 85.0% of Polling Place Managers; 88.0% of Deputy Polling Place Managers; 58% of Election Officials; 81% of Senior Office Assistants and 51.0% of Office Assistants felt that overall, the training was satisfactory;

- 90% of election officials felt that the training enabled them to adequately undertake the count for the Legislative Assembly ballot papers. 90% also felt that they were adequately prepared to undertake the count of Legislative Council ballot papers after instruction from the Polling Place Manager; and
- All categories of staff under the Returning Officers would have appreciated more training on resources used in the polling place such as the iRoll and Netbook.

## Pre-poll voting

- Overall the responses from respondents were very positive. The matters that could warrant further improvements were identified as:
  - 33% indicated that there were inadequate numbers of staff to cope with usage at peak times;
  - 20% indicated that they thought more advertising was required of pre-poll voting and related details; and
  - 23% felt that pre-poll voting hours were too long in small towns and quiet electoral districts.

## Election day operations

- 79.8% of Polling Place Managers/Deputy Polling Place Managers reported that the number of staff at their polling place as adequate;
- There was no widespread delays or queuing on election day. The majority of election officials (42.6%) said that the longest time any voter had to queue to vote was five minutes.
- The reports of delays in voting received concerned:
  - Polling Place Managers/Deputy Polling Place Managers reported receiving some complaints about the delays in voting (16.7%) and accessibility of the polling place (12.2%);
  - 14.4% of election officials reported receiving complaints from electors about the amount of time it took to vote and 8.3% reported complaints about accessibility of the polling place; and
  - 9.3% of polling place election officials reported that the longest time a voter had to queue to vote was longer than 15 minutes.

- Reports of requests for more information:
  - Polling Place Managers/Deputy Polling Place Managers reported that 14.3% received requests for information about SmartRoll (14.3%), iVote (19.4%) and election material in languages other than English (7.7%); and
  - A minority of election officials reported receiving requests for information about SmartRoll (8.8%); iVote (10.5%) and for election material in languages other than English (5.4%).

## Occupational health and safety

- The majority (87.8%) of Polling Place Managers and Deputy Polling Place Managers did not report occupational health and safety concerns.
- Polling place officials were more likely to report some occupational health and safety concerns. Almost one in five election officials (18.8%) reported occupational health and safety issues that they wished to bring to the attention of the NSWEC. Typically these issues concerned the ergonomics of furniture for vote counting, the adequacy of bathroom facilities, the ability to take breaks during the day and safety upon leaving the polling place after counting concluded:

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

“Upon leaving the venue after 10.15pm, the area to walk outside the school hall to the front opened gate was dark and unlit. There was a walk of approximately 100 metres in almost total darkness down a ramp and through a covered area with support posts that could just be made out so as not to walk into them. Out on the street there was not very much light either from the street light.”

“It was raining on the day and there were no mats etc and the wooden floors became quite slippery.”

## Interest in Future Employment Opportunities

- The majority of election officials indicated that they would be interested in working again for the NSWEC in the same position:
  - 75% of Returning Officer Support Officers;
  - 74.0% Returning Officers;

- o 96.0% Polling Place Managers;
- o 92.0% Deputy Polling Place Managers;
- o 93.0% Election Officials;
- o 93.0% Senior Office Assistants;
- o 85.0% Office Assistants; and
- o 92.8% Office Assistants.





NSWEC's Performance Conducting  
NSW State Election 2011

## NSWEC Achievements

The NSWEC conducted a very successful NSW State Election in 2011. It overcame challenges such as late enactment of legislation to provide ground breaking initiatives like SmartRoll and iVote. These advances have put NSW at the forefront of electoral administration nationally and in the case of iVote, internationally.

The NSWEC met the great majority of its performance targets in the key areas of:

- maximising enrolment and participation;
- counting of votes and provision of results;
- communicating democratic rights and responsibilities; and
- organisational capacity.

The NSWEC demonstrated responsible financial management for the NSW State Election 2011 with an operational spend over two years of \$40.917 million against an allocated budget of \$41.153 million. This was an under budget variation of 0.6%.

The capital programme was also responsibly acquitted. The budget was \$19.600 million over three years and expenditure \$18.741 million (below budget variation of 4.4%).

Feedback from all of the NSWEC's stakeholders was extremely positive with confidence in the NSWEC's impartiality very high. The external evaluation of electors found this confidence to be significantly higher than the perceived impartiality of the AEC's conduct of the 2010 Federal Election (96% compared to 87%)<sup>10</sup>. Such consistently high scores on 'impartiality' provide confidence to the NSW Parliament and the community that the democratic process is being properly administered by the NSWEC.

Satisfaction with the 2011 electoral services was high across all stakeholders. The NSWEC received consistently high ratings from electors on information received, pre-poll and election day voting services, iVote and SmartRoll, provision of results and on the services provided at Sydney Town Hall and Greenacre polling places. The majority of candidates thought that the NSWEC had delivered on the service commitments in the NSWEC's 'Service Commitments NSW State Election 2011' charter. Media representatives were satisfied with the information provided by the NSWEC in terms of its comprehensiveness, quality, timeliness and

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<sup>10</sup> Report on Elector Satisfaction 2011 NSW State Election Ipsos-Eureka, April 2011 p19.



accessibility. All categories of election staff were satisfied with recruitment, training, election day support and supplies.

The evidence is clear that the SmartRoll and iVote initiatives engaged more citizens in the democratic system. If the NSWEC had not introduced SmartRoll, considerable numbers of electors would not have updated their enrolment details. Similarly, if not for iVote around 30,000 electors would not have voted. Potentially these numbers could have been even larger if SmartRoll had been legislated to commence sooner and if iVote had wider application across the community.

iVote also represented a significant advance for electors with disabilities. Braille voting introduced for the 2008 Local Government Elections did not have the same usage or acceptability as iVote for electors with disabilities. From a financial and tax payer perspective, Braille voting was considerably more expensive. It was also very cumbersome administratively to implement.

The NSWEC undertook a successful foray into social media and digital advertising increasing awareness of the election in a cost effective and educative manner. The centralisation of processing of postal vote applications worked well and demonstrated that the model had advantages over the traditional hard copy process.

Improvements at Sydney Town Hall polling place were very well received by voters. Similarly, electors at an electoral district with a high culturally and linguistically diverse community were also very satisfied with the electoral services provided to them. The centralisation of postal vote applications also was a success and will be implemented in future elections.

## Accountability to Parliament

The NSWEC also achieved another first with its release before the election of its performance targets and service standards. This is a major advance in terms of accountability in electoral administration. It will also assist the Joint Standing Committee in its task of reviewing the NSWEC's conduct of the 2011 NSW State Election.

The NSWEC has been unable to identify another jurisdiction that has proactively developed such a rigorous framework in the lead up to an election.

## Performance against Service Standards

Overall the NSWEC performed very well against the service standards and targets set for the 2011 NSW State Election with 18 (72%) of the 25 performance targets met or exceeded. These targets were set down in the NSWEC's 'Service Commitments NSW State Election 2011' issued October 2010 and its 'Strategy for Conduct of the NSW State Election 2011' issued February 2011.

Following are the targets and the performance the NSWEC achieved against each.

### NSWEC Performance against Targets, NSW State Election 2011

TARGET	PERFORMANCE
<b>Election night vote counting: Legislative Assembly First Preferences*:</b>	
9:00pm 80%	✓ (86%)
10:30pm 95%	✓ (97%)
11:00pm -	✓ (98%)
<b>Legislative Assembly Two Candidate Preferred*</b>	
9:00pm 60%	✓ (60%)
10:30pm 80%	X (76%)
11:00pm 95%	X (80%)
<b>Upper House*</b>	
9:00pm 30%	X (17%)
10:30pm 60%	✓ (68%)
11:00pm 90%	X (79%)
100% of electoral districts complete the distribution of preferences for Legislative Assembly within 48 hours of all votes being available (6pm Wednesday following election day)	X (38%)
Results information to be available to media outlets within five minutes of entering the NSWEC's systems	✓

TARGET	PERFORMANCE
For any recount of votes, the difference between the count and the recount for any candidate is less than ten votes	No recounts occurred
Number of successful Court challenges to 2011 election results is zero	✓
<b>Maximising Enrolment and Participation</b>	
89% enrolment of eligible citizens aged 17 – 25 years	X (86%)
94% enrolment amongst eligible citizens 26+ years	✓
Voter turnout exceeding the 2007 State General Election turnout of 92.7%	X (92.6%)
Minimum 10,000 votes are cast using iVote	✓
Automatic enrolment (SmartRoll) adds up to an additional 40,000 eligible but unenrolled electors onto the NSW Electoral Register	✓ (42,172)
Initiatives such as automatic enrolment, iVote and 'on spot printing' of Legislative Assembly ballot papers are evaluated	✓
<b>Communicating democratic rights and responsibilities</b>	
Stakeholders could access accurate, timely and the necessary information to understand their rights and obligations and where to get help on electoral matters if needed	✓
Stakeholders' survey responses indicate satisfaction with services received, feedback from Sydney Town Hall polling place not varying significantly from that received for other polling places in NSW	✓
Survey responses from stakeholders are used to establish benchmarks for future elections	✓

TARGET	PERFORMANCE
Submit the NSWEC's report to the NSW Parliament on the conduct of the NSW State General Election 2011 by the end of November 2011	✓
<b>Organisational Capacity</b>	
Return the Writs before the date required	✓
Adhere to the budget provided	✓
Reduced number of occupational health and safety incidents that lead to worker compensation claims compared to the 2007 State General Election	✓
Ordinary votes in 95% of polling places (taken from electors resident in the electoral district) do not vary from estimated numbers by more than 5% plus or minus	X
Election staffing allocations are within a range of plus or minus 5% of estimated requirements	X
Processing of 'How-to-Vote' materials completed in the shortest possible time with the target being within 24 hours	✓
Refunding of candidate deposits in accordance with legislative requirements, completed by late May 2011	✓

Notes:

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

For future elections, it's important to understand the reasons why these targets were not met and the actions the NSWEC will take to address these.

## Performance Targets not met

### Target - Enrolment

89% enrolment of eligible citizens aged 17 – 25 years	X (86%)
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The NSWEC narrowly missed meeting this target with 86% rather than 89% enrolment of eligible electors aged between 17 and 25 years.

Prior to SmartRoll, there were 5,684 at the age of 17 years on the NSW electoral roll. Following the pilot phase of SmartRoll, an additional 2,749 citizens aged 17 years joined the Register – an increase of 48%. This increase is a considerable achievement. The later than expected introduction of SmartRoll was a factor in the NSWEC not fully reaching its target for this age group.

The NSWEC will continue to work to improve the enrolment of younger eligible potential electors using SmartRoll and working collaboratively with the AEC.

### Target - Participation

Voter turnout exceeding the 2007 State General Election turnout of 92.7%	X (92.6%)
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The participation of electors in the 2011 NSW State Election is only marginally less (0.1%) than the target that is, the participation rate achieved in the 2007 NSW State Election. The NSW participation rate for the 2011 NSW State Election (92.6%) is consistent with the rates achieved in other jurisdictions in recent elections.

The NSWEC has as its goal the maximisation of participation and seeks to exceed the previous election's achievement. The NSWEC believes that voter participation needs to be considered in the context of the increasing use of early voting options. It is clear from the changes in usage of early voting options since 1995 (for example 427.5% increase in pre-poll voting) that getting electors to vote will depend to an increasing degree upon providing alternates to attendance voting and promoting awareness of these options.

The feedback from the iVote evaluation, the general elector survey and social media users show electors are looking for more convenient and flexible ways to cast their vote. In addition, it is evident that younger

electors seek to engage with the democratic process in non-traditional ways. Meeting these expectations is likely to be influential in maximising future participation rates.

The NSWEC will continue to advocate alternate forms of voting such as iVote and the advantages of such systems as well as continue to provide and promote traditional forms of early voting.

The NSWEC will look also to undertake a survey of apparent non-voters to understand what additional forms of assistance it could provide to produce a reduced incidence of non-voting.

## Target – Conducting the Count

Legislative Assembly Two Candidate Preferred	
10:30pm 80%	X (76%)
11:00pm 95%	X (80%)
Upper House	
9:00pm 30%	X (17%)
11:00pm 90%	X (79%)

In total there were ten targets in the NSWEC's 2011 Service Charter relating to the NSWEC's conduct of the count. The NSWEC met its timing targets for providing results information to the public in the counting of first preference results in the Legislative Assembly.

The NSWEC also achieved 50% of the targets for releasing results data for Two Candidate Preferred counts in the Legislative Assembly and Legislative Council. The targets for Two Candidate Preferred counts however were not achieved in the Legislative Assembly for the 11pm milestone or the 9pm and 11pm milestones in the Legislative Council.

This occurred because in some polling places staff were slower than anticipated to undertake and provide to the Returning Officer, the Two Candidate Preferred count. The NSWEC will look at alternate ways to structure staffing at polling places to enable these targets to be met in the future.

## Target - Projecting Votes

Ordinary votes in 95% of polling places (taken from electors resident in the electoral district) do not vary from estimated numbers by more than 5% plus or minus	X
---	---

Vote projection is important to the operational planning of elections. These projections are used for estimating staffing, polling place and ballot paper numbers. Each of these is a significant expenditure item as well as a major determinant of the satisfaction of stakeholders with the NSWEC's conduct of the election.

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

In the 2011 NSW State Election only 177 (6.7%) polling places out of the total of 2,627 significantly exceeded the projected number of votes. Almost two thirds of these polling places (63%) had a difference of less than 150 votes between the actual votes cast and the projected number. Of the remaining polling places not within plus or minus 5% of the projections, 40.4% were below the projections by more than 10%.

While the number of polling places exceeding projections is of concern due to the potential inconvenience to electors of long queues, analysis reveals that the number of electors impacted reduced by 26.6% from 2007. In 2007 there were 203,365 electors who cast their vote in a polling place where votes taken significantly exceeded projections; in 2011 this was reduced to 149,327 electors.

The largest difference between actual and projected votes across NSW occurred at Kiama High School (Kiama electoral district) with a difference of 665 votes. This is significant improvement from 2007 when the largest difference was 1,682 votes (Narraweena Public School, Wakehurst electoral district).

The greatest variations between projected votes and actual votes cast occurred around the boundaries of electoral districts. The re-distribution of electoral boundaries due before the next NSW State election in 2015 is likely to increase the challenges of accurately projecting where votes will be taken.

There is some doubt in hindsight whether this was a realistic target given the challenges of accurately projecting votes across NSW electoral districts. The NSWEC will continue to both refine its vote projection



modelling as well as challenging itself to increase the degree of accuracy it achieves. This is an inescapable operational requirement.

## Target - Projecting Staff Numbers

Election staffing allocations are within a range of plus or minus 5% of estimated requirements	X
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Staff projections rely upon vote projection modelling in addition to operational considerations. The NSWEC was unable to meet the target as a number of community events in local areas increased usage of polling places and hence had an impact upon the accuracy of the staffing projections. In some cases the NSWEC became aware of these community events just prior to the elections but it proved difficult in many instances to recruit additional staff at short notice.

The NSWEC achieved a fair measure of its goal as a post election survey of Polling Place Managers found that 79% were either very satisfied or satisfied with the levels of staffing at their polling place and thought the levels were adequate. 12% indicated that the staffing allocation was inappropriate and 9% were neutral on this question.

The length of time electors wait to vote is affected by the adequacy of staffing. Staffing levels were very close to what was required as the survey of election officials in polling places found that in 76% of officials' opinion the longest an elector had to queue was less than 10 minutes. Moreover the elector survey found that 88% of electors were satisfied with the length of time they had to queue to vote.

The adequacy of staffing in polling places is needed as a performance target for the NSWEC. The staffing of polling places drives a significant proportion of election costs (34.2%) and is a major contributor to elector satisfaction if shortages of staff causes delays and long queues at polling places. As a result achieving the right balance between over and under employment of election day staff is an important issue for the NSWEC.

For future elections, the NSWEC will gather local knowledge regarding planned and potential community events earlier in the planning phase as best it can to ensure staffing allocations meet potential demand. It will also continue to refine its measures of the accuracy of its staffing model and look to using feedback from electors and election staff as the measures for assessing the adequacy of the staffing within polling places.



Future Directions



## Appropriate Legislative Framework

The NSWEC will recommend general modernisation of the Parliamentary Electorates and Elections Act 1912 via the comprehensive review to be conducted by the Joint Standing Committee on Electoral Matters in 2012 as announced by the Premier on 23 June 2011:

The Parliamentary Electorates and Elections Act was originally passed by this Chamber in 1912, and over the century that it has operated the nature of politics, parties and political campaigning has changed enormously. What were once street corner meetings, pamphlets and radio and cinema broadcasts have been replaced, whether for better or for worse, by direct mail, robocalls and online campaigning.

The Election Funding, Expenditure and Disclosures Act is 30 years old and, similarly, the matters that it seeks to regulate have suffered significant change over those three decades. ....The Parliamentary Electorates and Elections Act and the Election Funding, Expenditure and Disclosures Act have been amended on numerous occasions, ..... but they have never been subject to historic comprehensive reviews to ensure that the regulation of elections, election funding and political donations offer the public the strongest guarantee of free, open and honest elections.

I am pleased to announce that following the re-establishment of the Joint Standing Committee on Electoral Matters there will be reviews of both Acts. In line with the advice of the Electoral Commissioner, the committee will be asked to review the Parliamentary Electorates and Elections Act first and then follow with a review of the Election Funding, Expenditure and Disclosures Act. ....I want the reviews completed by 2012.

Hansard, Legislative Assembly, 23 June 2011.

In modern times information technology is driving and enabling more efficient electoral processes that are also more convenient to electors, candidates and registered political parties. This means that legislation prescribing how electoral processes are to be undertaken is doomed to be quickly outdated given the ongoing rate of change in communication technologies.

Observing this rate of change, the NSWEC is convinced that the way forward is to set legislatively the outcomes required from the NSWEC, the operating principles to be employed in conducting elections and the governance framework including rigorous means to review the achievement of outcomes and the NSWEC's performance.

This entails a complete legislative review from the beginning of the electoral process (issue of Writ) through to the end (the review of election outcomes) with everything in-between rationalised to high level principles.

Successive Joint Standing Committee on Electoral Matters' inquiries have acknowledged that ad hoc amendments to the Parliamentary Electorates and Elections Act 1912 have resulted in a complex and outdated piece of legislation. The Joint Standing Committee on Electoral Matters in 2005 recommended that "the Parliamentary Electorates and Elections Act 1912 be thoroughly reviewed by the Government. That a discussion draft of the new legislation be released for public comment and that submissions on this draft be considered by this Committee." (Report - Inquiry into the 2003 Election and Related Matters (No. 1 September 2005))

Again in 2008 the Joint Standing Committee on Electoral Matters recommended that "the Committee request a reference in the life of the 54th Parliament to further, comprehensively review the Parliamentary Electorates and Elections Act 1912, including future options for voting using new technologies. (Report – Administration of the 2007 NSW election and related matters (No. 1/54 May 2008)).

Arguments for not proceeding with this overdue legislative review have revolved around a desire to await the outcomes of the Commonwealth Government's electoral reform Green Paper process. The information received by the NSWEC is that it is unlikely that the Green Paper process will be finalised in the short term. Given that significant initiatives (automatic enrolment and technology assisted voting) have been introduced in the meantime and have received legislative amendment to enable them to proceed, the NSWEC urges that long overdue legislative reform should not be further delayed and that work proceed. This work will either serve as preparation for co-ordinated reform across States and Territories or provide national leadership as NSW has achieved with both SmartRoll and iVote.

The introduction of SmartRoll and iVote have brought the need for new electoral legislation into high relief. The new regimes underpinning these initiatives appropriately confer on the NSWEC a high level of flexibility in the operational context while ensuring that fundamental electoral principles (secrecy of the ballot, integrity of the count, fair contest and independence of the Commission) are enshrined in legislation. These

new regimes sit incongruously within a statute that is, on the whole, overly prescriptive, anachronistic and an obstacle to re-engineering existing electoral procedures in line with advances in technology.

Ideally, the primary legislation should enshrine all essential electoral principles at a high level, and in a simple and clear way, while leaving the more detailed operational matters to be developed in accordance with those principles and outlined in procedures determined and published by the NSWEC and, as necessary, in subordinate legislation. Standard operating procedures should not be legislated. The development and adoption of administrative arrangements should be the business of the electoral administration.

The NSWEC is realistic that reform can be slow and difficult to achieve and it maintains that if a comprehensive legislative review does not occur, then the following matters should be addressed:

- **Registration and re-registration of political parties** – there is a need to allow greater use of technology to undertake the processing the information required from parties and the ability to continuously update membership details;
- **Electoral staffing** – more flexibility is needed in the appointment of electoral staff to vary the requirements for one Returning Officer per electoral district;
- **Nominations** – the legislation does not allow candidate deposits to be paid by electronic transfer rather than by cheque or cash;
- **'How-to-Vote' Cards** – the registration of 'How-to-Vote' material continues to be problematic for both the NSWEC and candidates and parties. Greater efficiencies can be achieved through improving the requirements contained in the legislation;
- **Issue of the Writs** – currently the Writ specifies the timeframes for certain critical elections events to occur. As the four yearly election cycle is specified in legislation, the NSWEC believes that the key election timeframes currently specified for each election in the Writ, could be captured by the legislation. This would make it clearer for all concerned and reduce some of the current processes associated with the conduct of State elections;
- **Court of Disputed Returns** – the provisions governing the process for judicial review by petition to the Court are archaic and modernisation is required. Checks and balances are also required to be built in to deter vexatious or frivolous claims and to minimise the potential for waste of public resources;

- **By-elections** – unlike legislation in other jurisdictions there is no requirement in the Parliamentary Electorates and Elections Act 1912 that a by-election is to be held within an appropriate period after a vacancy occurs and before a general election is due to be held. Such a requirement would provide certainty for candidates and the electorate.

## Conduct of Future NSW State Elections

### Providing Information on the Count – Two Candidate and Two Party Preferred Counts

The approach the NSWEC will take to providing early indications of Legislative Assembly election outcomes will be to:

1. select the Two Candidate Preferred candidates on the basis of which candidates are most likely to be the last two candidates in a full Distribution of Preferences and publish on Saturday night; and
2. continue to do fresh Two Candidate Preferred count, with new candidates if required, as part of the Sunday check count and publish the results progressively from Sunday;

The approach the NSWEC will take in providing election statistics will be to:

1. only undertake additional Two Party Preferred or other distribution counts after the full distribution of preferences have been completed; and
2. not calculate swings by district (particularly as the redistribution of boundaries that needs to occur before the 2015 election will significantly impact this calculation and make it very subjective);

The approach the NSWEC will take with full final distribution of preferences will be to:

1. only do full Distribution of Preferences where the outcome of the election cannot be determined by first preference or Two Candidate Preferred count; and
2. undertake full distribution of preferences by polling place (the NSWEC will not be amalgamating polling places and declaration types before undertaking distribution of preferences).

The approach the NSWEC will take to providing early indication of Legislative Council election outcomes will be to:

1. provide progressive first preference results for all groups and candidates and indication of minimum quota achieved on election night; and
2. provide progressive first preference results for all groups and candidates and indication of minimum quota achieved once significant amount of data is available from data entry process.

The NSWEC will take the same approach with final distribution of preferences for the Legislative Council that is the computer count.

## Improving the Count of Legislative Assembly Votes

The NSWEC has received increasing numbers of requests for information regarding the preferences in the Legislative Assembly count that require additional expensive, labour intensive manual counts if they are to be met.

For the 2011 NSW State Election the NSWEC undertook 17 extra Two Candidate Preferred counts to deal with minor party and Independent candidate requests. In 2007 the NSWEC performed a similar number of additional counts for Two Party Preferred results. It appears that regardless of the type of count undertaken and whether these are Two Candidate Preferred or Two Party Preferred, extra counts will be sought.

An additional problem experienced was the inability to recount individual polling place ballot papers following amalgamation of ballot papers prior to a full distribution of preferences being undertaken. Once amalgamation had occurred it was impossible to recount at the polling place level should an error be found during the full distribution of preferences count.

There are two major options for addressing the above issues under the optional preferential method of voting used in the Legislative Assembly counts. These are to either do a manual count by polling place and declaration vote type (as normally done by the AEC) which will allow errors to be corrected but will require greater effort by NSWEC staff, or, by conducting a computer count after the initial manual count process at the polling place or for declaration votes.

The latter approach has the following advantages:



1. Replication of the count: a data entry problem if present can be rectified and the count run again without the possibility of introducing new errors as is currently the case when a new manual count is undertaken;
2. Scrutiny: for close seats scrutineers could cross check all data entered from ballot papers using printouts of the data entry before the count is done. Scrutineers could also be provided with a file with the preference marks so they can compare their own count with that of the NSWEC;
3. Greater analysis: the NSWEC could do as many different types of counts as required that is by polling places or district, or for any Two Party Preferred combinations, or Two Candidate Preferred or Distribution of Preferences. Conversely the NSWEC could just publish the preference data after the Distribution of Preferences;
4. Equivalent effort: initial analysis suggests that this option would not take more time or add additional costs. The NSWEC would undertake a more detailed costing to ensure that this was a cost efficient way to proceed;
5. Reduce the reliance upon staff and their knowledge of count process at the end of a long polling day. These factors currently increase the likelihood of human error in the count process;
6. Retain ballot papers in polling place or declaration vote groupings: All ballot papers would stay in their original grouping hence allowing reconciliation back to initial polling place and declaration vote counts; and
7. Integration with iVote: A computerised count removes the need to print ballot papers when votes are cast using electronic voting methods such as iVote. Therefore with the increased prevalence of electronic voting there will be a reduced need for staff to do manual counts thus reducing the risk of errors from manual counts and the time taken to do the count overall.

It is the NSWEC's intention to investigate this approach with a view to trialling it after the 2012 Local Government Elections at Local Government by-elections. These trials will assess its viability for the 2015 NSW State Election and Local Government Mayoral elections when they arise.

## Improving electoral services

Stakeholder feedback indicates that the NSWEC could usefully address the following changes to NSWEC services and practices:

### iVote Remote Access Voting

Feedback from the general elector survey, the survey of iVote users and the feedback from social media users all highlighted the desire to widen the availability of iVote.

The NSWEC aims to maximise the number of people who exercise their right to vote. iVote was another means to increase elector participation in a manner suited to the community's growing use and comfort with conducting transactions over the internet. In the 2011 NSW State Election iVote allowed eligible voters who were unlikely to vote for a variety of reasons, the means to vote while also providing privacy and independence.

There are constraints however to what the NSWEC can do without a legislative mandate. The changes to the legislation permitted iVote for the 2011 NSW State Election but the situation for Local Government elections needs to be addressed.

The NSWEC believes that iVote should be more generally available to electors and is interested in it being applied to Local Government elections to enfranchise those electors who will be absent from their Local Government areas and hence unable to participate. (There is no provision for absent votes in Local Government elections.) The NSWEC also sees an application for iVote for postal vote users to increase convenience for electors, maximise participation as well as decrease processing costs for both users and the NSWEC, and to reduce the cost per iVote.

The NSWEC will increase its promotion of iVote to eligible voters. The identified technology related issues will be addressed by improved process design and testing as well as automation. The NSWEC believes that internet voting may be the best and most cost effective route to pursue given the greater technical challenges associated with providing phone voting.

### Communication Strategies

The community engendered by the NSWEC's first use of social media is an asset and it is important to maintain this community's interest going forward. Moreover, since 1998 there has been a strong and consistent

growth in the use of the internet to follow elections.<sup>11</sup> There has also been rapid growth in the number of Australians signing up to social media such as Facebook and Twitter.<sup>12</sup>

The NSWEC will consider providing smaller, tactical social media pieces on by-elections or the coming 2012 Local Government elections to drive interaction and interest.

## Other Service Improvements

### Services for Electors

The general elector survey results indicated that the following would be welcomed by electors:

- increasing promotion of the availability of information on accessibility ratings of polling places;
- early voting options. The demand for early voting is likely to increase rather than decrease. The NSWEC's general elector survey found that older people (75 years and over) were significantly more likely to have voted before election day (33% compared to average of 14%). With the demographic growth in numbers of older people it is likely that demand will grow for options for voting before election day;
- website and call centre services. The NSWEC will work to improve the satisfaction of stakeholders with these services; and
- addressing the needs of younger voters (aged 18 – 24 years) The elector survey showed that voting confidence increased with age. Those aged between 18 – 24 years were significantly less likely to rate themselves as 'fully informed about voting' and significantly more likely to say they were 'neither informed nor uninformed' (31%) or 'fairly uninformed' (18%) than other age groups. While it is possible that respondents were also referring to their lack of knowledge about the policies of candidates as well as matters within the NSWEC's domain such as polling place locations, the NSWEC will continue to provide appropriate services such as providing electoral information over social media forms to engage this younger age group.

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<sup>11</sup> Australian National University 'Trends in Australian Political Opinion: Results from the Australian Election Study, 1987 – 2010.' Australian National Institute for Public Policy, Australian National University, 2011, Canberra.

<sup>12</sup> <http://www.seosydneyblog.com/2009/08/facebook-australia-user-statistics.html> quoted in the Western Australian Electoral Commission's 'Social Media and the Western Australian Electoral Commission – is there Evidence for Implementation?', June 2011, Perth.

## Services for Candidates and Registered Political Parties

Candidates responding to the NSWEC survey and request for suggestions on services improvements made a range of helpful contributions. Some suggestions however would require legislative amendment such as to allow electronic lodgement of nomination papers or to reduce the length of the pre-polling period. Suggestions that the NSWEC can respond to without reliance upon legislative amendment are:

- Website: the suggestions include consolidating the NSWEC's websites; providing easier navigation on the NSWEC's website and improving presentation of the virtual tally room;
- Election day: providing clearer complaint/action line for matters that arise on election day and establish a protocol of who to contact and what to do;
- Count and results: the NSWEC will be more flexible on two Candidate Preferred counts and Two Party Preferred counts to reflect situations where the obvious candidates/parties are not the major parties; and
- Legislative Council: increase efforts to educate electors how to formally vote for candidates for the Legislative Council and provide more information on progression of the count.

## Services for the Media

There were three main issues raised by the media respondents to the NSWEC survey. These were suggestions that the NSWEC:

- should review the presentation of results on the virtual tally room;
- utilise digital media more; and
- provide more customised information for rural media and electors bearing in mind the greater difficulties experienced there with internet access.

## Support for Election Staff

- Continue to address concerns raised by electoral staff on matters such as furniture, lighting and parking. These issues will continue to be problematic as the NSWEC has to work within limitations imposed by the venues available for hire. Where there are choices in available venues the NSWEC will seek to lease those with better facilities and conditions for election staff.

- Training for electoral staff especially on resources used at the polling place such as iRoll and NetBook.
- Simplifying use of documentation such as the manual on Standard Operating Procedures for use by senior election staff.

## Continuing Performance Improvement – Future Benchmarks

The NSWEC's Service Commitments Charter for the 2011 NSW State Election gave a commitment to using survey responses from stakeholders to establish benchmarks for future elections. The NSWEC's surveys provide a wealth of material about the issues of concern to its stakeholders – material it did not previously possess. This information will be used to establish service standards and targets for future NSW State Elections.

The NSWEC will also continue to seek feedback from stakeholders and responses will be used for comparison against previous survey responses to monitor performance over time. This trend data will be used by the NSWEC to monitor its performance and to publicly report it in the NSWEC's Annual Reports and in future reports to the NSW Parliament's Joint Standing Committee on Electoral Matters.

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## Appendix A: Enrolment for NSW State Elections 2007 and 2011 (NSW and Electoral Districts)

District	Enrolment SGE 2007	Enrolment SGE 2011	Change	Variance from 2011 Avg %
NSW Total	4,374,029	4,635,810	261,781	
Albury	48,079	49,719	1,640	-0.26
Auburn	45,837	50,994	5,157	2.30
Ballina	45,661	48,432	2,771	-2.84
Balmain	48,231	51,888	3,657	4.09
Bankstown	45,453	48,714	3,261	-2.27
Barwon	44,554	43,814	-740	-12.10
Bathurst	47,658	49,419	1,761	-0.86
Baulkham Hills	48,840	50,946	2,106	2.20
Bega	47,617	49,678	2,061	-0.34
Blacktown	46,357	49,412	3,055	-0.87
Blue Mountains	46,736	49,326	2,590	-1.05
Burrinjuck	47,103	48,874	1,771	-1.95
Cabramatta	48,760	50,127	1,367	0.56
Camden	45,598	50,362	4,764	1.03
Campbelltown	44,151	45,458	1,307	-8.81
Canterbury	48,821	51,501	2,680	3.32
Castle Hill	48,593	51,963	3,370	4.24
Cessnock	48,024	51,035	3,011	2.38
Charlestown	46,804	47,804	1,000	-4.10
Clarence	48,000	50,358	2,358	1.02
Coffs Harbour	47,414	50,671	3,257	1.65
Coogee	46,120	49,131	3,011	-1.44
Cronulla	47,053	49,825	2,772	-0.04
Davidson	46,935	49,043	2,108	-1.61
Drummoyne	46,675	51,706	5,031	3.73
Dubbo	47,676	48,970	1,294	-1.76
East Hills	45,657	47,627	1,970	-4.45
Epping	47,284	49,410	2,126	-0.88
Fairfield	48,422	51,273	2,851	2.86
Gosford	47,564	50,140	2,576	0.59
Goulburn	46,832	50,057	3,225	0.42
Granville	47,247	50,957	3,710	2.23
Hawkesbury	46,915	51,331	4,416	2.98
Heathcote	46,283	48,287	2,004	-3.13
Heffron	47,479	53,342	5,863	7.01
Hornsby	48,845	51,221	2,376	2.76
Keira	46,312	48,301	1,989	-3.10
Kiama	47,048	50,626	3,578	1.56
Kogarah	47,382	49,740	2,358	-0.22

District	Enrolment SGE 2007	Enrolment SGE 2011	Change	Variance from 2011 Avg %
Ku-ring-gai	46,891	49,900	3,009	0.11
Lake Macquarie	46,908	49,757	2,849	-0.18
Lakemba	48,919	51,583	2,664	3.48
Lane Cove	46,149	47,976	1,827	-3.75
Lismore	48,227	50,286	2,059	0.88
Liverpool	46,186	49,897	3,711	0.10
Londonderry	45,356	47,633	2,277	-4.44
Macquarie Fields	46,988	51,735	4,747	3.79
Maitland	48,407	52,441	4,034	5.20
Manly	45,602	48,337	2,735	-3.03
Maroubra	46,723	50,198	3,475	0.70
Marrickville	48,117	52,182	4,065	4.68
Menai	46,278	49,541	3,263	-0.61
Miranda	45,988	47,586	1,598	-4.54
Monaro	46,573	50,062	3,489	0.43
Mount Druitt	44,934	48,234	3,300	-3.24
Mulgoa	46,253	49,371	3,118	-0.96
Murray-Darling	46,273	45,860	-413	-8.00
Murrumbidgee	47,076	47,640	564	-4.43
Myall Lakes	48,039	50,469	2,430	1.25
Newcastle	47,424	48,787	1,363	-2.13
North Shore	48,448	51,518	3,070	3.35
Northern Tablelands	48,691	50,535	1,844	1.38
Oatley	46,643	48,982	2,339	-1.74
Orange	47,264	49,305	2,041	-1.09
Oxley	46,270	48,810	2,540	-2.08
Parramatta	46,332	51,328	4,996	2.97
Penrith	45,067	47,194	2,127	-5.32
Pittwater	45,812	49,380	3,568	-0.94
Port Macquarie	46,028	49,413	3,385	-0.87
Port Stephens	46,334	49,514	3,180	-0.67
Riverstone	48,778	57,408	8,630	15.17
Rockdale	46,616	49,466	2,850	-0.77
Ryde	46,237	48,148	1,911	-3.41
Shellharbour	46,884	49,206	2,322	-1.29
Smithfield	48,725	51,761	3,036	3.84
South Coast	47,210	50,762	3,552	1.83
Strathfield	46,680	49,084	2,404	-1.53
Swansea	47,601	50,148	2,547	0.60
Sydney	50,053	56,786	6,733	13.92
Tamworth	47,414	49,246	1,832	-1.21
Terrigal	45,779	48,647	2,868	-2.41

District	Enrolment SGE 2007	Enrolment SGE 2011	Change	Variance from 2011 Avg %
The Entrance	46,935	49,942	3,007	0.19
Toongabbie	47,298	49,193	1,895	-1.31
Tweed	45,565	48,888	3,323	-1.92
Upper Hunter	47,507	49,334	1,827	-1.03
Vaucluse	47,211	50,561	3,350	1.43
Wagga Wagga	47,802	50,492	2,690	1.29
Wakehurst	48,060	50,629	2,569	1.57
Wallsend	46,386	48,093	1,707	-3.52
Willoughby	47,268	49,873	2,605	0.05
Wollondilly	46,506	50,340	3,834	0.99
Wollongong	48,724	50,519	1,795	1.35
Wyong	46,570	50,348	3,778	1.00

## Appendix B: Participation in NSW State Elections 2007 and 2011 (NSW and Electoral Districts)

District	Participation % SGE 2007	Participation % SGE 2011	Change	Variance from 2011 Avg %
NSW	92.64	92.57	-0.08	
Albury	90.38	89.97	-0.41	-2.80
Auburn	91.86	90.89	-0.97	-1.81
Ballina	89.90	89.01	-0.89	-3.84
Balmain	89.81	90.17	0.36	-2.59
Bankstown	92.69	91.48	-1.21	-1.17
Barwon	91.10	91.26	0.16	-1.41
Bathurst	93.90	94.71	0.81	2.32
Baulkham Hills	94.33	94.82	0.49	2.43
Bega	92.47	92.02	-0.45	-0.59
Blacktown	93.41	93.39	-0.02	0.89
Blue Mountains	93.52	94.00	0.48	1.55
Burrinjuck	93.51	93.82	0.31	1.35
Cabramatta	92.59	92.97	0.38	0.44
Camden	94.37	94.84	0.47	2.46
Campbelltown	93.27	92.99	-0.28	0.46
Canterbury	92.25	91.89	-0.36	-0.73
Castle Hill	93.27	93.69	0.42	1.21
Cessnock	94.14	94.24	0.10	1.81
Charlestown	94.22	94.40	0.18	1.98
Clarence	93.13	92.77	-0.36	0.22
Coffs Harbour	92.28	91.27	-1.01	-1.40
Coogee	88.94	89.44	0.50	-3.38
Cronulla	93.41	93.26	-0.15	0.75
Davidson	92.00	92.88	0.88	0.34
Drummoyne	93.27	93.50	0.23	1.01
Dubbo	94.18	94.40	0.22	1.98
East Hills	94.20	93.83	-0.37	1.37
Epping	92.68	93.11	0.43	0.59
Fairfield	92.25	91.61	-0.64	-1.03
Gosford	93.36	93.23	-0.13	0.72
Goulburn	93.70	93.65	-0.05	1.17
Granville	92.56	91.94	-0.62	-0.68
Hawkesbury	94.07	95.07	1.00	2.71
Heathcote	94.02	94.21	0.19	1.78
Heffron	89.32	88.70	-0.62	-4.18
Hornsby	93.78	94.54	0.76	2.13
Keira	93.72	94.04	0.32	1.59
Kiama	94.08	94.56	0.48	2.15

District	Participation % SGE 2007	Participation % SGE 2011	Change	Variance from 2011 Avg %
Kogarah	93.19	93.16	-0.03	0.64
Ku-ring-gai	92.37	92.74	0.37	0.19
Lake Macquarie	93.06	93.38	0.32	0.88
Lakemba	92.15	90.83	-1.32	-1.88
Lane Cove	91.90	92.52	0.62	-0.05
Lismore	91.83	90.81	-1.02	-1.90
Liverpool	91.60	92.27	0.67	-0.32
Londonderry	93.13	93.21	0.08	0.70
Macquarie Fields	91.97	92.04	0.07	-0.57
Maitland	94.92	94.49	-0.43	2.08
Manly	90.64	91.18	0.54	-1.50
Maroubra	92.50	92.64	0.14	0.08
Marrickville	90.49	90.21	-0.28	-2.55
Menai	94.09	94.30	0.21	1.87
Miranda	94.23	94.83	0.60	2.45
Monaro	90.91	91.80	0.89	-0.83
Mount Drutt	92.17	91.42	-0.75	-1.24
Mulgoa	94.24	94.58	0.34	2.18
Murray-Darling	89.52	87.53	-1.99	-5.44
Murrumbidgee	91.99	92.05	0.06	-0.56
Myall Lakes	93.44	93.52	0.08	1.03
Newcastle	91.10	92.42	1.32	-0.16
North Shore	88.99	89.52	0.53	-3.29
Northern Tablelands	92.99	93.24	0.25	0.73
Oatley	93.36	93.69	0.33	1.21
Orange	94.03	94.24	0.21	1.81
Oxley	92.52	92.20	-0.32	-0.40
Parramatta	91.48	90.65	-0.83	-2.07
Penrith	93.67	93.91	0.24	1.45
Pittwater	92.27	92.79	0.52	0.24
Port Macquarie	93.48	93.84	0.36	1.38
Port Stephens	93.27	93.41	0.14	0.91
Riverstone	93.78	93.64	-0.14	1.16
Rockdale	93.13	92.69	-0.44	0.13
Ryde	92.97	92.72	-0.25	0.17
Shellharbour	94.27	93.41	-0.86	0.91
Smithfield	94.31	94.52	0.21	2.11
South Coast	93.09	92.89	-0.20	0.35
Strathfield	91.68	91.75	0.07	-0.88
Swansea	94.22	94.27	0.05	1.84
Sydney	84.10	83.93	-0.17	-9.33
Tamworth	94.75	94.57	-0.18	2.16



District	Participation % SGE 2007	Participation % SGE 2011	Change	Variance from 2011 Avg %
Terrigal	93.34	92.66	-0.68	0.10
The Entrance	93.19	93.37	0.18	0.87
Toongabbie	95.92	93.91	-2.01	1.45
Tweed	90.35	86.59	-3.76	-6.46
Upper Hunter	94.09	93.65	-0.44	1.17
Vaucluse	88.66	87.80	-0.86	-5.15
Wagga Wagga	93.21	92.27	-0.94	-0.32
Wakehurst	92.37	92.87	0.50	0.33
Wallsend	94.24	94.14	-0.10	1.70
Willoughby	90.64	90.74	0.10	-1.97
Wollondilly	93.92	94.46	0.54	2.05
Wollongong	92.80	92.68	-0.12	0.12
Wyong	93.51	93.12	-0.39	0.60

## Appendix C: Political Parties Registered and Nominations for Legislative Assembly and Legislative Council, NSW State Election 2011

Party	Legislative Assembly		Legislative Council	
	Candidates Nominated	Elected	Candidates Nominated	Elected
Australian Democrats (NSW Division)	1	0	18	0
Australian Labor Party (NSW Branch)	88	19	14	4
Building Australia Party	0	0	18	0
Christian Democratic Party (Fred Nile Group)	86	0	20	1
Country Labor Party	5	1	4	1
Family First NSW Inc	15	0	19	0
Liberal Party of Australia New South Wales Division	73	51	10	6
National Party of Australia - NSW	20	18	5	4
No Parking Meters Party	0	0	18	0
Outdoor Recreation Party	3	0	16	0
Restore the Workers' Rights Party	0	0	15	0
Save Our State	2	0	18	0
Shooters and Fishers Party	1	0	18	1
Socialist Alliance	5	0	21	0
The Fishing Party	3	0	21	1
The Greens	93	1	21	3
Unity Party	0	0	0	0
Independent	91	3	15	0
No affiliation listed	12	0	40	0
<b>Total</b>	<b>498</b>	<b>93</b>	<b>311</b>	<b>21</b>

## Appendix D: Number of Legislative Assembly Nominations by Electoral District, NSW State Election 2011

Electoral District	No
Albury	6
Auburn	7
Ballina	6
Balmain	8
Bankstown	7
Barwon	3
Bathurst	4
Baulkham Hills	4
Bega	5
Blacktown	7
Blue	5
Burrinjuck	4
Cabramatta	4
Camden	5
Campbelltown	5
Canterbury	4
Castle Hill	6
Cessnock	7
Charlestown	10
Clarence	6
Coffs Harbour	5
Coogee	6
Cronulla	5
Davidson	5
Drummoyne	5
Dubbo	4
East Hills	7
Epping	6
Fairfield	8
Gosford	6
Goulburn	5
Granville	5
Hawkesbury	4

Electoral District	No
Heathcote	6
Heffron	6
Hornsby	6
Keira	6
Kiama	6
Kogarah	4
Ku-ring-gai	6
Lake Macquarie	5
Lakemba	5
Lane	4
Lismore	5
Liverpool	5
Londonderry	5
Macquarie Fields	7
Maitland	5
Manly	4
Maroubra	4
Marrickville	8
Menai	5
Miranda	5
Monaro	5
Mount Druitt	4
Mulgoa	6
Murray-Darling	3
Murrumbidgee	4
Myall Lakes	5
Newcastle	8
North	4
Northern Tablelands	5
Oatley	4

Electoral District	No
Orange	5
Oxley	6
Parramatta	9
Penrith	5
Pittwater	4
Port Macquarie	5
Port Stephens	6
Riverstone	8
Rockdale	5
Ryde	5
Shellharbour	4
Smithfield	4
South	4
Strathfield	5
Swansea	5
Sydney	7
Tamworth	5
Terrigal	6
The Entrance	5
Toongabbie	7
Tweed	4
Upper	5
Vaucluse	4
Wagga Wagga	5
Wakehurst	4
Wallsend	7
Willoughby	4
Wollondilly	6
Wollongong	6
Wyong	4
Total	498

## Appendix E: Candidates Nominated for Legislative Assembly, NSW State Election 2011

Ballot Paper Name	Affiliation	District
ABDEL MASSIH Joseph	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Kogarah
ABDULLA Zarif	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Bankstown
AIKEN Patrick	INDEPENDENT	Gosford
AIKEN Robert		Parramatta
ALCORN Zane	SOCIALIST ALLIANCE	Newcastle
ALLEN Mick	INDEPENDENT	Macquarie Fields
ALLEY Peter	LABOR	Port Macquarie
AL-YASIRY Ahmad	INDEPENDENT	Fairfield
AMERY Richard	LABOR	Mount Druitt
ANDERSON Dougal	THE GREENS	Terrigal
ANDERSON Kevin	NATIONALS	Tamworth
ANNESLEY Graham	LIBERAL	Miranda
APLIN Greg	LIBERAL	Albury
ARMSTRONG David	LABOR	Ku-ring-gai
ASHTON Alan	LABOR	East Hills
ATKINSON Leanne	LABOR	Bega
ATLEE Chris	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Heathcote
ATTIA Matt	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Liverpool
ATTIE Ned	LIBERAL	Auburn
ATKINS Steve	INDEPENDENT	Myall Lakes
AUSSIE-STONE Marcus	INDEPENDENT	Oxley
AVASALU Rhonda	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Albury
AVASALU Steven	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Keira
AYRES Stuart	LIBERAL	Penrith
BAIRD Mike	LIBERAL	Manly
BALFOUR Anna	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Maitland
BALL David	INDEPENDENT	Fairfield
BARILARO John	NATIONALS	Monaro
BARR Clayton	COUNTRY LABOR	Cessnock
BARTELS Adrian	LIBERAL	Sydney
BASSETT Bart	LIBERAL	Londonderry
BATCH Tony	INDEPENDENT	East Hills

Ballot Paper Name	Affiliation	District
BAUMANN Craig	LIBERAL	Port Stephens
BEATTIE Linda	LABOR	Wakehurst
BELCASTRO Geno	INDEPENDENT	Riverstone
BENEDYKA George	THE GREENS	Murrumbidgee
BENNETT Ursula	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Bega
BEREJKLIAN Gladys	LIBERAL	Willoughby
BERMAN Nick	INDEPENDENT	Hornsby
BESSELING Peter	INDEPENDENT	Port Macquarie
BINGLE Stephen	AUSTRALIAN DEMOCRATS (NSW DIVISION)	Albury
BLACKSHIELD Joe	LABOR	Oxley
BLEASDALE Nick	LABOR	Campbelltown
BLICAVS Michelle	LIBERAL	Wollongong
BLUMEN Sacha	LABOR	Sydney
BOND James	FAMILY FIRST	The Entrance
BONHAM Rosarie	INDEPENDENT	Riverstone
BORGER David	LABOR	Granville
BOURKE William	SAVE OUR STATE	Ku-ring-gai
BOYDELL Pat	LABOR	Pittwater
BRADBERRY Gordon	INDEPENDENT	Wollongong
BRADLEY Jeremy	THE GREENS	Oxley
BRADLEY Phil	THE GREENS	Parramatta
BRETT John	INDEPENDENT	Miranda
BRIERLEY NEWTON De	THE GREENS	Sydney
BROADBRIDGE Colin	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Camden
BRODERICK Ray	FAMILY FIRST	Wallsend
BROMELL Kristen	FAMILY FIRST	Clarence
BROMHEAD Stephen	NATIONALS	Myall Lakes
BROOKES Glenn	LIBERAL	East Hills
BROOKS Andrew	LABOR	Dubbo
BROWN John	THE GREENS	Maitland
BROWN Matt	LABOR	Kiama
BROWN Philip	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Willoughby
BRUMERSKYJ Bohdan	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	South Coast
BURNEY Linda	LABOR	Canterbury
BURNEY Stuart	INDEPENDENT	Coogee
BURTON Cherie	LABOR	Kogarah
BUSHBY Fiona	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Murrumbidgee
BUSSA Peter	INDEPENDENT	Heathcote

Ballot Paper Name	Affiliation	District
BUTLER Adam	THE GREENS	Drummoyne
BYRNE Fiona	THE GREENS	Marrickville
BYRNE Maree	THE GREENS	Goulburn
BYRNE Michael	INDEPENDENT	Liverpool
BYRNES Reece	LABOR	Tweed
CAINE Milton	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Newcastle
CAMAC Bethany	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Clarence
CAMERON Darren	LABOR	Albury
CAMILLERI Steven	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Charlestown
CANSDELL Steve	NATIONALS	Clarence
CAR Nicholas	LABOR	Hornsby
CASHMAN Bill	THE GREENS	Macquarie Fields
CASSAR Jake	INDEPENDENT	Gosford
CASUSCELLI Charles	LIBERAL	Strathfield
CAVANAUGH Janet	THE GREENS	Clarence
CHAHINE Bill	LIBERAL	Bankstown
CHAPMAN Peter	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Davidson
CLABOUR Jim	INDEPENDENT	Wollongong
CLAGUE Colin	LABOR	Clarence
COCKRAM Paul	THE GREENS	Monaro
COGAN James		Marrickville
COLSELL Peter	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Wakehurst
CONNELL Shayne	INDEPENDENT	Wallsend
CONOLLY Kevin	LIBERAL	Riverstone
CONSTANCE Andrew	LIBERAL	Bega
COOK Brendan	THE GREENS	Wollongong
COOK Therese	LABOR	Miranda
COOMBS Robert	LABOR	Swansea
CORNELIUS Jason	FAMILY FIRST	Riverstone
CORNWELL Andrew	LIBERAL	Charlestown
CORRIGAN Geoff	LABOR	Camden
COSTA Phil	COUNTRY LABOR	Wollondilly
COULTER Greg	INDEPENDENT	Blacktown
COURE Mark	LIBERAL	Oatley
COWLEY Fred	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Upper Hunter
COX Merv	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Blue Mountains

Ballot Paper Name	Affiliation	District
DAKERS Jeff	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Shellharbour
DALE Lance	THE GREENS	Strathfield
DALEY Michael	LABOR	Maroubra
DALTON Chris	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Wollondilly
DALY Adrian	INDEPENDENT	Kiama
DAOUD Jamal	INDEPENDENT	Auburn
DARLEY-BENTLEY Carmen	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Terrigal
DARLEY-JONES Patrick	THE GREENS	Mulgoa
DAVEY Alison	NATIONALS	Cessnock
DAVIES Tanya	LIBERAL	Mulgoa
DAVIS John	THE GREENS	Davidson
DAVIS John	INDEPENDENT	Orange
DE LIMA Joaquim	OUTDOOR RECREATION PARTY	Penrith
DEGENS Rodney	THE GREENS	Coffs Harbour
DI BLASIO Jess	THE GREENS	Wollondilly
DOLAN Chris	LIBERAL	Wallsend
DOMINELLO Victor	LIBERAL	Ryde
DORAHY John	LIBERAL	Keira
DORAN Sue	THE GREENS	Coogee
DOYLE Bryan	LIBERAL	Campbelltown
DOYLE Trish	LABOR	Blue Mountains
DRAKE Trevor	LABOR	Terrigal
DRAPER Peter	INDEPENDENT	Tamworth
DUDDY Tim	INDEPENDENT	Upper Hunter
DUFFY Kevin	LABOR	Orange
DUNN Emily		Mulgoa
ECKERSLEY Charmian	THE GREENS	Lake Macquarie
EDWARDS Garry	LIBERAL	Swansea
EISLER Linda	THE GREENS	Lakemba
ELLIOTT Alex	INDEPENDENT	Drummoyne
ELLIOTT David	LIBERAL	Baulkham Hills
ELLIOTT-RUDDER Glenn	LABOR	Wagga Wagga
ESBER Pierre	LABOR	Parramatta
ESKAROS Sam	LIBERAL	Macquarie Fields
EVANS Lee	LIBERAL	Heathcote
FALANGA Mark	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	East Hills
FALK James	LIBERAL	Balmain



Ballot Paper Name	Affiliation	District
FAM Albert	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Canterbury
FARDELL Dawn	INDEPENDENT	Dubbo
FARUQI Mehreen	THE GREENS	Heffron
FENELEY Michael	LIBERAL	Maroubra
FERNANDEZ Roger	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Wyong
FERRIER Katalin	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Heffron
FINDLEY Amanda	THE GREENS	South Coast
FIRTH Verity	LABOR	Balmain
FLOWERS John	LIBERAL	Rockdale
FOLEY Bruce	FAMILY FIRST	Charlestown
FOLKES Nicholas	INDEPENDENT	Balmain
FORSTER John	INDEPENDENT	Heffron
FRANCIS Simone	THE GREENS	Kogarah
FRASER Andrew	NATIONALS	Coffs Harbour
FRASER Caroline	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Londonderry
FRASER Nola	INDEPENDENT	Macquarie Fields
FRAZIER Sarah	LABOR	Northern Tablelands
FREEWATER Peter	THE GREENS	Gosford
FUROLO Robert	LABOR	Lakemba
FYFE Iain	THE GREENS	Burrinjuck
GALLAGHER Mick	INDEPENDENT	Hornsby
GARRARD Paul	INDEPENDENT	Granville
GASMIER Neville	LABOR	Murray-Darling
GEE Andrew	NATIONALS	Orange
GEMMELL Susie	THE GREENS	Ku-ring-gai
GEORGE Ian	THE GREENS	Barwon
GEORGE Thomas	NATIONALS	Lismore
GESLING Bernie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Blacktown
GESLING Leeanne	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Balmain
GESLING Marc	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Drummoyne
GIBBONS Melanie	LIBERAL	Menai
GIBBONS Michael	COUNTRY LABOR	Upper Hunter
GIBSON Tony	INDEPENDENT	Tamworth
GILLILAND Mathew	LABOR	Davidson
GOWARD Pru	LIBERAL	Goulburn
GRAF Deanne	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Monaro

Ballot Paper Name	Affiliation	District
GRANT Troy	NATIONALS	Dubbo
GRAYSON Julian	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Port Stephens
GREEN Allan	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Riverstone
GREEN Andrew	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Penrith
GREEN Joshua	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Macquarie Fields
GREENE Kevin	LABOR	Oatley
GRIFFITHS Daniel	THE GREENS	Cabramatta
GRITTEN Kim	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Lake Macquarie
GUILLAUME Prue	LABOR	Mulgoa
GUTMAN Alexander	OUTDOOR RECREATION PARTY	Ku-ring-gai
HADID Mazhar	LIBERAL	Liverpool
HANCOCK Shelley	LIBERAL	South Coast
HANNAN Judy	INDEPENDENT	Wollondilly
HARRIS Conny	THE GREENS	Wakehurst
HARRIS David	LABOR	Wyong
HARRIS Linda		Fairfield
HARTCHER Chris	LIBERAL	Terrigal
HARVEY Paola	SOCIALIST ALLIANCE	Keira
HARWOOD Jess	THE GREENS	Riverstone
HAWATT Michael	LIBERAL	Lakemba
HAY Noreen	LABOR	Wollongong
HAY Tony	LABOR	Baulkham Hills
HAZZARD Brad	LIBERAL	Wakehurst
HEHIR Ian	THE GREENS	Manly
HEMMINGS Ern	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Miranda
HENDRY Heidi	THE GREENS	Murray-Darling
HENG Esther	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Lane Cove
HENNELLY Paul	THE FISHING PARTY	Port Stephens
HESSE Colin	THE GREENS	Albury
HEYDE Emma	THE GREENS	Epping
HINDI Miray	LIBERAL	Kogarah
HINMAN Pip	SOCIALIST ALLIANCE	Marrickville
HOBBS Len	THE GREENS	Toongabbie
HOBBS Paul	LABOR	Tamworth
HODGKINSON Katrina	NATIONALS	Burrinjuck
HOLLINS Mick	THE GREENS	Baulkham Hills
HOLMES Peta	THE GREENS	Londonderry
HOLSTEIN Chris	LIBERAL	Gosford

Ballot Paper Name	Affiliation	District
HOLT Noel		Newcastle
HORNERY Sonia	LABOR	Wallsend
HUMPHRIES Kevin	NATIONALS	Barwon
HURLEY Stan	FAMILY FIRST	East Hills
ISSA Tony	LIBERAL	Granville
JACKSON Michael	INDEPENDENT	Wallsend
JAEGER Ray	INDEPENDENT	Keira
JARNASON Susan	THE GREENS	Vaucluse
JARY Jennifer	LABOR	Manly
JINKS Deidrie	THE GREENS	The Entrance
JOHNSON Lindsay	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Menai
JOHNSON Peter	SHOOTERS AND FISHERS	Toongabbie
JOHNSTON Barry	INDEPENDENT	Charlestown
JONES Nathan	INDEPENDENT	Coogee
JONES Stefanie	LABOR	Cronulla
JUDGE Virginia	LABOR	Strathfield
KAM Sungjae	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Lakemba
KAMPER Steve	LABOR	Rockdale
KATSOULAS Ari	FAMILY FIRST	Castle Hill
KATSOULAS Thomas	FAMILY FIRST	Parramatta
KAY Margaret	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Lismore
KAY Rebecca	INDEPENDENT	Bankstown
KEAN Matt	LIBERAL	Hornsby
KEDWELL Louise	INDEPENDENT	Blacktown
KELLY David	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	North Shore
KEMP Bruce	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Ballina
KENEALLY Kristina	LABOR	Heffron
KENNEDY Richard	THE GREENS	Granville
KENNETT Carolyn		Auburn
KHOSHABA Ninos	LABOR	Smithfield
KIDDLE Michael	THE GREENS	Auburn
KILARNEY Russell	INDEPENDENT	Lismore
KING Jonathan	THE GREENS	Pittwater
KINGSLEY Chimezie	INDEPENDENT	Campbelltown
KINGSMILL John	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Epping
KITCHENER Ann-Marie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Gosford
KLOSE John	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Oxley
KOLBE Karin	INDEPENDENT	Ballina

Ballot Paper Name	Affiliation	District
KUMAR Ashok	INDEPENDENT	Toongabbie
LALICH Nick	LABOR	Cabramatta
LAURENCE Kylie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Marrickville
LAXALE Jerome	LABOR	Ryde
LE Dai	LIBERAL	Cabramatta
LEE Geoff	LIBERAL	Parramatta
LIEM Jimmy	FAMILY FIRST	Marrickville
LIONS Deborah	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Coffs Harbour
LLOYD Kirsty	LIBERAL	Toongabbie
LYNCH Paul	LABOR	Liverpool
MADDEN Peter	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Sydney
MAGEE Peter	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Parramatta
MAGUIRE Daryl	LIBERAL	Wagga Wagga
MALLINSON Larissa	LIBERAL	Shellharbour
MARCOS Steven	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Oatley
MARIANI Marcus	LABOR	Lake Macquarie
MARTIN Arjay	INDEPENDENT	Charlestown
MASSARANI Patrick	LABOR	Barwon
MATSON Murray	THE GREENS	Maroubra
MAYS Janet	INDEPENDENT	Blue Mountains
MCCAFFREY Simon		Macquarie Fields
MCCARTHY Sandra	INDEPENDENT	Kiama
MCCOWEN Charlie	NATIONALS	Northern Tablelands
MCCUDDEN Allan	INDEPENDENT	Cessnock
MCDERMOTT Michael	INDEPENDENT	Parramatta
MCDONALD Andrew	LABOR	Macquarie Fields
MCDONALD John	LIBERAL	Lake Macquarie
MCDOUGALL Robert	THE GREENS	Willoughby
MCFARLANE Mark	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Pittwater
MCGIRR Joe	INDEPENDENT	Wagga Wagga
MCGOLDRICK Jim	INDEPENDENT	Menai
MCGOVERN Richard	INDEPENDENT	Oxley

Ballot Paper Name	Affiliation	District
MCGOWAN Andrew	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Coogee
MCILROY Keith	THE GREENS	Lane Cove
MCKAY Ivan	INDEPENDENT	Bega
MCKAY Jodi	LABOR	Newcastle
MCLEAY Paul	LABOR	Heathcote
MCMULLEN Ben	INDEPENDENT	Charlestown
MEAD Clinton	OUTDOOR RECREATION PARTY	Wollondilly
MEARES Michelle	INDEPENDENT	Terrigal
MEGGET Drusi	THE GREENS	Port Macquarie
MEHAJER Salim	INDEPENDENT	Auburn
MEHAN David	LABOR	The Entrance
MENDHAM Aaron	INDEPENDENT	Castle Hill
MICHELS Malikeh	THE GREENS	Bankstown
MIHAILUK Tania	LABOR	Bankstown
MIROVIC Bob	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	The Entrance
MOORE Clover	INDEPENDENT	Sydney
MOORE Lauren	THE GREENS	Rockdale
MORAN Peter	THE GREENS	Shellharbour
MORRIS Matthew	LABOR	Charlestown
MORRISSEY Simone	THE GREENS	Menai
MORROW Paula	THE GREENS	Charlestown
MOUNTFIELD Aileen	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Castle Hill
MOY Andrew	LABOR	Lismore
MULHOLLAND Sylvia	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Wagga Wagga
NAGI Michael	INDEPENDENT	Rockdale
NAM Ken	LIBERAL	Canterbury
NASR Eileen	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Fairfield
NEILL Pauline	LABOR	Vaucluse
NIELSEN Annie	THE GREENS	Fairfield
NOBLE Rod	INDEPENDENT	Newcastle
NOTLEY-SMITH Bruce	LIBERAL	Coogee
NUGENT Stephen	THE GREENS	Orange
OATEN Craig	THE FISHING PARTY	Charlestown
O'DEA Jonathan	LIBERAL	Davidson
O'FARRELL Barry	LIBERAL	Ku-ring-gai
O'GRADY Kerrin	THE GREENS	Blue Mountains
OLAYA Daicy	SOCIALIST ALLIANCE	Fairfield
OLLING Wayne	SAVE OUR STATE	Blacktown
O'NEILL Astrid	THE GREENS	Smithfield
OWEN Helen	INDEPENDENT	Davidson

Ballot Paper Name	Affiliation	District
OWEN Tim	LIBERAL	Newcastle
PAGE Don	NATIONALS	Ballina
PANDELEOS Patrice	LIBERAL	Heffron
PARASKEVOPOULOS Kon	INDEPENDENT	Parramatta
PARK Ryan	LABOR	Keira
PARKER Chris	THE GREENS	Upper Hunter
PARKER Jamie	THE GREENS	Balmain
PARKER Robert	INDEPENDENT	Goulburn
PARKER Robyn	LIBERAL	Maitland
PARMETER Matt	THE GREENS	Dubbo
PARSONS Keith	THE GREENS	Wallsend
PARSONS Phillipa	THE GREENS	Swansea
PATTERSON Andrew		Sydney
PATTERSON Chris	LIBERAL	Camden
PEACOCK Josh	THE GREENS	Cronulla
PEARCE Paul	LABOR	Coogee
PENNAY Corinne	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Tweed
PERROTTET Dominic	LIBERAL	Castle Hill
PERRY Barbara	LABOR	Auburn
PETROULAKIS David	LABOR	Myall Lakes
PETTIIT Tony		Riverstone
PETTY Greg	INDEPENDENT	Heathcote
PHILLIPS Richard		Bankstown
PICCOLI Adrian	NATIONALS	Murrumbidgee
PIPER Greg	INDEPENDENT	Lake Macquarie
PORTELLI Luke	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Mulgoa
POULARAS Manny	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Smithfield
POULOS Patricia	INDEPENDENT	Cronulla
PRANGNELL Ros	THE GREENS	Wagga Wagga
PRATT Clarrie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Wollongong
PRENTICE Brendon	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Toongabbie
PRIEST Venus	LIBERAL	Mount DrUITT
PROVEST Geoff	NATIONALS	Tweed
QUEALY Paul	INDEPENDENT	Marrickville
QUIADER Omar	INDEPENDENT	Lakemba
QUINN David	LABOR	Coffs Harbour
READ Michele	INDEPENDENT	Toongabbie
REES Nathan	LABOR	Toongabbie

Ballot Paper Name	Affiliation	District
RERCERETNAM Marc	THE GREENS	Canterbury
RICHARDSON Simon	THE GREENS	Ballina
RILEY Wayne	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Cessnock
ROBERTS Anthony	LIBERAL	Lane Cove
ROBERTS Susan	THE GREENS	East Hills
ROBERTSON Debbie	THE GREENS	Mount Drutt
ROBERTSON John	LABOR	Blacktown
ROBINSON Tony	INDEPENDENT	Mulgoa
ROBJOHNS Andrew	THE GREENS	North Shore
RODEN Duncan	SOCIALIST ALLIANCE	Parramatta
ROHAN Andrew	LIBERAL	Smithfield
ROSSITER Fiona	FAMILY FIRST	Orange
ROWE Trevor		Heffron
ROWELL Jai	LIBERAL	Wollondilly
RYAN James	THE GREENS	Cessnock
RYAN Steve	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Kiama
SAGE Roza	LIBERAL	Blue Mountains
SAID Steven	FAMILY FIRST	Londonderry
SAJN Danica	THE GREENS	Camden
SALIBA Charbel	LIBERAL	Fairfield
SCAYSBROOK Peter	LABOR	Menai
SCHOFIELD Adrian	INDEPENDENT	Charlestown
SCHULTZ Pat	THE GREENS	Northern Tablelands
SHAILER Bill	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Strathfield
SHAPIRO Jon	INDEPENDENT	Balmain
SHARAH Alex	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Granville
SHARMA Mark	INDEPENDENT	Strathfield
SHAW Jimmy	THE GREENS	Ryde
SHEARAN Allan	LABOR	Londonderry
SHEEHAN Maire	INDEPENDENT	Balmain
SHEN Victor	THE FISHING PARTY	Sydney
SHIHA Jacquie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Maroubra
SIDOTI John	LIBERAL	Drummoyne
SILJEG Karlo	LIBERAL	Blacktown
SIMPSON Chris	LABOR	Willoughby
SIMS Glenn	LABOR	South Coast
SKINNER Jillian	LIBERAL	North Shore
SMITH Amy	LABOR	Epping
SMITH Beth	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Cronulla



Ballot Paper Name	Affiliation	District
SMITH Dheera	THE GREENS	Tamworth
SMITH Greg	LIBERAL	Epping
SMITH Greg	THE GREENS	Myall Lakes
SMITH Katie	LABOR	Gosford
SMITH Phil	THE GREENS	Heathcote
SNEDDON Gillian	INDEPENDENT	Swansea
SOURIS George	NATIONALS	Upper Hunter
SPEAKMAN Mark	LIBERAL	Cronulla
SPENCE Chris	LIBERAL	The Entrance
STAPLEFORD Allan	INDEPENDENT	Cessnock
STEPHENS Liz	THE GREENS	Port Stephens
STOCK Susan	THE GREENS	Lismore
STOKES Christopher	FAMILY FIRST	Port Stephens
STOKES Rob	LIBERAL	Pittwater
STONER Andrew	NATIONALS	Oxley
STREZOVA Anita	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Rockdale
STRUTT Isabel	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Northern Tablelands
SULTANA Muriel	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Hawkesbury
SUTTON Ian	INDEPENDENT	Terrigal
SUTTON John	THE GREENS	Newcastle
SWIFT Harriett	THE GREENS	Bega
TADROS Peter	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Cabramatta
TAGG Vic	INDEPENDENT	Ryde
TAKACS George	THE GREENS	Keira
TAOUK Edmond	INDEPENDENT	Bankstown
TATE John	INDEPENDENT	Newcastle
TAYLOR Paul	THE GREENS	Blacktown
TEBBUTT Carmel	LABOR	Marrickville
TEMPLETON Paul	INDEPENDENT	Coffs Harbour
TERENZINI Frank	LABOR	Maitland
THAIN John	LABOR	Penrith
THEW Leighton	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Hornsby
THOMAS Beresford	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Vaucluse
THOMAS John	FAMILY FIRST	Epping
THORPE Kaia	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Baulkham Hills
TIBBEY Noreen	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Swansea
TOOLE Paul	NATIONALS	Bathurst

Ballot Paper Name	Affiliation	District
TORBAY Richard	INDEPENDENT	Northern Tablelands
TRACEY Ryan	LABOR	Castle Hill
TRANTER Kellie	INDEPENDENT	Maitland
TROUNSON Richard	INDEPENDENT	Bathurst
TROY Dale	INDEPENDENT	Cessnock
TSANG Mario	LABOR	Lane Cove
TSIREKAS Angelo	LABOR	Drummoyne
TURNER Dale	COUNTRY LABOR	Bathurst
TYLER Rosana	LIBERAL	Marrickville
UPTON Gabrielle	LIBERAL	Vaucluse
VALIDAKIS Crystal	LABOR	Goulburn
VAN DER BYL Adrian	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Goulburn
VAN DER WIJNGAART Ben	THE GREENS	Kiama
VASSILI Michael	LABOR	Riverstone
VICKERS Andrea	THE GREENS	Tweed
VINCENT Dave	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Mount Druitt
WAGSTAFF Anne	THE GREENS	Oatley
WAINWRIGHT Timothy	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Manly
WAIZER Naomi	THE GREENS	Miranda
WALDRON HAHN Victoria	THE GREENS	Campbelltown
WALDRON Robert	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Port Macquarie
WALKER Raema	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Auburn
WALLBANK Alex	THE GREENS	Castle Hill
WARBURTON Kingsley	INDEPENDENT	Monaro
WARD Gareth	LIBERAL	Kiama
WARD Jane	INDEPENDENT	Balmain
WAREHAM Paul	INDEPENDENT	Albury
WARNES Toby	LABOR	Ballina
WASHINGTON Kate	LABOR	Port Stephens
WATERSON Victor	INDEPENDENT	Epping
WATSON Anna	LABOR	Shellharbour
WEATHERSTONE Andrew	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Wallsend
WEBBER Darren	LIBERAL	Wyong
WESTERBERG Signe	THE GREENS	Liverpool
WESTERHUIS Diane	THE GREENS	Bathurst
WHAN Steve	COUNTRY LABOR	Monaro

Ballot Paper Name	Affiliation	District
WICKS Peter	LABOR	Hawkesbury
WILLIAMS John	NATIONALS	Murray-Darling
WILLIAMS Leigh	THE GREENS	Hawkesbury
WILLIAMS Leslie	NATIONALS	Port Macquarie
WILLIAMS Ray	LIBERAL	Hawkesbury
WILLIAMSON Richie	INDEPENDENT	Clarence
WILLIS Nathan	FAMILY FIRST	Ballina
WINTON Tabitha	LABOR	North Shore
WISZNIEWSKI Witold	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Ku-ring-gai
WOOD William	LABOR	Murrumbidgee
WOODS Ann	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Burrinjuck
WORSLEY Julie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Ryde
WRIGHT Barry	INDEPENDENT	Myall Lakes
WRIGHT David	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	Campbelltown
WRIGHT Suzie	THE GREENS	Penrith
WRIGHT-TURNER Toni	THE GREENS	Hornsby
WYNN Sue	THE GREENS	Wyong
ZALLOUA Boutros		East Hills
ZANGARI Guy	LABOR	Fairfield
ZAPPIA Domenic	FAMILY FIRST	Camden
ZIVADINOVIC Luna	LABOR	Burrinjuck

## Appendix F: Candidates Nominated for Legislative Council, NSW State Election 2011

Ballot Paper Name	Affiliation	Group
ABEL Graham		J
ADAMS Anthony	RESTORE THE WORKERS' RIGHTS PARTY	N
ADAMS Donna	RESTORE THE WORKERS' RIGHTS PARTY	N
ALLEN Dianne		C
ALLISON Col	SHOOTERS AND FISHERS	P
ALMARIO Luis	SOCIALIST ALLIANCE	K
AUSBURN Kate	SOCIALIST ALLIANCE	K
AYSHFORD Dale	NO PARKING METERS PARTY	B
AZZOPARDI Edgar		C
BAANSTRA Stuart	INDEPENDENT	
BAIADA John	BUILDING AUSTRALIA	M
BAKER Arthur	SHOOTERS AND FISHERS	P
BALK Casey	AUSTRALIAN DEMOCRATS	L
BARHAM Jan*	THE GREENS	I
BARRON Kevin	NO PARKING METERS PARTY	B
BARSSI Ibrahim	SOCIALIST ALLIANCE	K
BASSI Raul	SOCIALIST ALLIANCE	K
BENNETT Jennifer	SAVE OUR STATE	E
BEREGSZASZI Janos	OUTDOOR RECREATION PARTY	D
BEST Ian	OUTDOOR RECREATION PARTY	D
BEVERIDGE Carolyn	NO PARKING METERS PARTY	B
BEVERIDGE Sirena	NO PARKING METERS PARTY	B
BIGNELL Lindsay	INDEPENDENT	
BILLS Frank	THE FISHING PARTY	O
BIRD Anita	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
BISARO Susan	NO PARKING METERS PARTY	B
BISHOP Meg		C
BLAIR Niall*	NATIONALS	A
BLEILE Bea	SOCIALIST ALLIANCE	K
BOEHM Darren		C
BOND Russell	THE FISHING PARTY	O
BOYLE Peter	SOCIALIST ALLIANCE	K
BRADBURY Natalie	LABOR	H
BRAID Robert	NO PARKING METERS PARTY	B
BRETT Gavin	FAMILY FIRST	G
BROOKS Melissa	THE GREENS	I
BROWN Ray	BUILDING AUSTRALIA	M
BROWN Robert *	SHOOTERS AND FISHERS	P
BROWN Tony		C
BUCKINGHAM Jeremy*	THE GREENS	I

Ballot Paper Name	Affiliation	Group
BURSTON Brian		J
BUTLER Simon	SOCIALIST ALLIANCE	K
BUTT Allan	SAVE OUR STATE	E
CALLAGHAN Adrian	THE FISHING PARTY	O
CAMERON Pat	SAVE OUR STATE	E
CAMMARERI Domenic	BUILDING AUSTRALIA	M
CAMPBELL Huw		
CANTWELL John		J
CASTLE Max	SHOOTERS AND FISHERS	P
CHAPMAN Devon	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
CHEN Shiyun	BUILDING AUSTRALIA	M
CHESTERFIELD-EVANS Arthur	AUSTRALIAN DEMOCRATS	L
CHIN Leonard	THE GREENS	I
CIPOLLONE Peter		C
CLAPHAM Kath	SHOOTERS AND FISHERS	P
CLARKE David*	LIBERAL	A
CLIFFORD Pamela	AUSTRALIAN DEMOCRATS	L
COLEMAN John	SOCIALIST ALLIANCE	K
COLLESS Rick*	NATIONALS	A
COOK David	SHOOTERS AND FISHERS	P
CORRIGAN Mark		C
COWAN Alexandra	LABOR	H
CRACKNELL Max	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
CRONIN Alan		J
CROPPER Eddie	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
CROSS Maureen	RESTORE THE WORKERS' RIGHTS PARTY	N
CUNICH Simon	SOCIALIST ALLIANCE	K
CUSACK Catherine*	LIBERAL	A
DAVIS Jan	THE GREENS	I
DE LEAU Lesa	THE GREENS	I
DERRICK Paul	THE FISHING PARTY	O
DESTRY Fay	OUTDOOR RECREATION PARTY	D
DIBSDALE Kenneth		J
DOLPHIN Robert	OUTDOOR RECREATION PARTY	D
DONNELLY Greg*	LABOR	H
DOUGLAS Phil	INDEPENDENT	
DUNCAN Ken	FAMILY FIRST	G
ELLIOTT-HALLS Samantha	AUSTRALIAN DEMOCRATS	L
ELLIS Trisha	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F

Ballot Paper Name	Affiliation	Group
ELWELL Sharon		J
ESPOSITO June	INDEPENDENT	
EVANS Rachel	SOCIALIST ALLIANCE	K
FALANGA Ula	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
FARNSWORTH Ed		J
FARRELL Kieron	BUILDING AUSTRALIA	M
FEATHERSTONE John	SHOOTERS AND FISHERS	P
FERGUSON Andrew	LABOR	H
FERTL Duroyan	SOCIALIST ALLIANCE	K
FLEMING John	NO PARKING METERS PARTY	B
FLETCHER Sue	COUNTRY LABOR	H
FLEXMAN Rejjeli	FAMILY FIRST	G
FRANCIS Alan		
FRANSEN John	BUILDING AUSTRALIA	M
FRASER David	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
FREEMAN Colin	SAVE OUR STATE	E
FREEMANTLE Graham	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
FREW Andy		J
FUENTES Federico	SOCIALIST ALLIANCE	K
FULLER Lindsay		C
GABB Lucy	OUTDOOR RECREATION PARTY	D
GALLACHER Mike*	LIBERAL	A
GAROFANI Perry	AUSTRALIAN DEMOCRATS	L
GATTONE Ron	BUILDING AUSTRALIA	M
GAY Duncan*	NATIONALS	A
GEARY Ross	SOCIALIST ALLIANCE	K
GESTAKOVSKA Lili	LIBERAL	A
GIBSON Chris		C
GILES Patricia	FAMILY FIRST	G
GISSELL Barry	RESTORE THE WORKERS' RIGHTS PARTY	N
GISSELL Jody	RESTORE THE WORKERS' RIGHTS PARTY	N
GOODBAR Chris	THE FISHING PARTY	O
GOODWIN Amanda	RESTORE THE WORKERS' RIGHTS PARTY	N
GORRELL Arnold	FAMILY FIRST	G
GREEN Michelle	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
GREEN Paul*	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
GRIFFIS Toni	RESTORE THE WORKERS' RIGHTS PARTY	N
GUY Graham	FAMILY FIRST	G
HABASHY Sam	FAMILY FIRST	G
HADAWAY Barry	SAVE OUR STATE	E

Ballot Paper Name	Affiliation	Group
HADAWAY Rosemary	SAVE OUR STATE	E
HANNA Magdi	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
HANSON Pauline		J
HARE Margaret	THE FISHING PARTY	O
HARRIS Chris	THE GREENS	I
HARRISON Patrick	SOCIALIST ALLIANCE	K
HASTIE Carolyn	AUSTRALIAN DEMOCRATS	L
HATTON John		C
HAYDON John	AUSTRALIAN DEMOCRATS	L
HEAD Julie		C
HEATH Andy	LIBERAL	A
HEILPERN Sandra	THE GREENS	I
HELMY-KOSTANDY Gamil	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
HENNESSY Bob	OUTDOOR RECREATION PARTY	D
HICKSON Jill	SOCIALIST ALLIANCE	K
HIGGINS Darren	SHOOTERS AND FISHERS	P
HITCHCOCK David	THE FISHING PARTY	O
HOCHMANN Robert	SAVE OUR STATE	E
HOCKING Gordon	SAVE OUR STATE	E
HOUSEMAN Karl	SHOOTERS AND FISHERS	P
HUNT Alan		C
JEGATHEESWARAN Bрами	THE GREENS	I
JOHANSON Georgina	AUSTRALIAN DEMOCRATS	L
JOHNS Vicki	THE FISHING PARTY	O
JOHNSON David	NO PARKING METERS PARTY	B
JOHNSON Kevin	THE FISHING PARTY	O
JOHNSTON Sarah*	NATIONALS	A
JOHNSTONE Alison	THE FISHING PARTY	O
KELLY Tony*	COUNTRY LABOR	H
KENT Jason	OUTDOOR RECREATION PARTY	D
KING Mike		C
KING Yvonne	RESTORE THE WORKERS' RIGHTS PARTY	N
KNIGHT John	LABOR	H
KNOX Hugh	SAVE OUR STATE	E
KNOX Nett	FAMILY FIRST	G
KOH Jason	THE GREENS	I
KOIVU Wayne	FAMILY FIRST	G
KOLOMEITZ Glenn	COUNTRY LABOR	H
KRUSE Virginia	OUTDOOR RECREATION PARTY	D
KWON Soon-Hyung	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F



Ballot Paper Name	Affiliation	Group
LAMB Phil	FAMILY FIRST	G
LATELLA Terri	THE GREENS	I
LEE Bronislava	THE GREENS	I
LEE Steve	SHOOTERS AND FISHERS	P
LEYONHJELM David	OUTDOOR RECREATION PARTY	D
LIANG Henson	LIBERAL	A
LIM Danny	INDEPENDENT	
LIU James	INDEPENDENT	
LUXFORD Glenn	AUSTRALIAN DEMOCRATS	L
LY Kien	LABOR	H
MACDONALD Kyrsty	INDEPENDENT	
MACDONALD Scot*	LIBERAL	A
MACK Joseph	FAMILY FIRST	G
MACKAY Ted	THE FISHING PARTY	O
MACLAREN-JONES Natasha*	LIBERAL	A
MACRAE Joel	THE GREENS	I
MANEFIELD Bruce		
MARETT Anne	THE GREENS	I
MARTON Darren	INDEPENDENT	
MASON Brian	THE GREENS	I
MATERAZZO Mayo	AUSTRALIAN DEMOCRATS	L
MATTHEWS Carol	NO PARKING METERS PARTY	B
MATTHEWS Charles	NO PARKING METERS PARTY	B
MCCABE David	RESTORE THE WORKERS' RIGHTS PARTY	N
MCCARTNEY Craig	THE FISHING PARTY	O
MCCULLOCH Kate		J
MCDONNELL Joyce	NO PARKING METERS PARTY	B
MCFARLANE Robert	AUSTRALIAN DEMOCRATS	L
MCGLASHAN Al	SHOOTERS AND FISHERS	P
MCINERNEY John		C
MCMANUS Tony	SHOOTERS AND FISHERS	P
MEANEY Tony	SAVE OUR STATE	E
MELLAND Julia	AUSTRALIAN DEMOCRATS	L
MENTEITH Richard	FAMILY FIRST	G
MILLARD John	FAMILY FIRST	G
MINNS Anna	LABOR	H
MINNS Mary	SAVE OUR STATE	E
MIRAN Michelle	COUNTRY LABOR	H
MONTE Frank	INDEPENDENT	
MOORE Catherine	THE GREENS	I
MOORE Jess	SOCIALIST ALLIANCE	K
MORRIS Robert	NO PARKING METERS PARTY	B
MORRISEY Louise	NO PARKING METERS PARTY	B
MORRISEY Michael	NO PARKING METERS PARTY	B
MOYES Gordon	FAMILY FIRST	G

Ballot Paper Name	Affiliation	Group
MUIRHEAD Jim	SHOOTERS AND FISHERS	P
MULCAHY Stephen		J
NAGY Joe		C
NICKOLS Graham	OUTDOOR RECREATION PARTY	D
NILE Elaine	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
NOUJAIM Alain	SHOOTERS AND FISHERS	P
NUTHALL Ramsay	INDEPENDENT	
O'BRIEN Steve	SOCIALIST ALLIANCE	K
O'CONNOR Michael	THE FISHING PARTY	O
O'DONNELL Michael	BUILDING AUSTRALIA	M
OLAYA Luis	SOCIALIST ALLIANCE	K
PARSONS Michael		J
PATERSON Brett	AUSTRALIAN DEMOCRATS	L
PATERSON Stewart	THE FISHING PARTY	O
PATTERSON Helen	NO PARKING METERS PARTY	B
PEAKE Robert	INDEPENDENT	
PEARCE Greg*	LIBERAL	A
PEEBLES Robyn	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
PETROLO Anthony	THE GREENS	I
PETTETT Angelique	OUTDOOR RECREATION PARTY	D
PHELPS Peter*	LIBERAL	A
PHELPS Rowan	THE FISHING PARTY	O
PHIBBS John	OUTDOOR RECREATION PARTY	D
PICKETT Robert	BUILDING AUSTRALIA	M
PIGGOTT Nancy	FAMILY FIRST	G
POSEN Jean	SAVE OUR STATE	E
PRENDERGAST Carol	AUSTRALIAN DEMOCRATS	L
PRICE Susan	SOCIALIST ALLIANCE	K
PRIMROSE Peter*	LABOR	H
RADBURN Amanda	RESTORE THE WORKERS' RIGHTS PARTY	N
RECSEI Tony	SAVE OUR STATE	E
RICHARDS Deborah		C
RIORDAN Maureen	BUILDING AUSTRALIA	M
ROBINSON David	AUSTRALIAN DEMOCRATS	L
ROOZENDAAL Eric*	LABOR	H
ROSE Jennifer	OUTDOOR RECREATION PARTY	D
RUMBLE John	LABOR	H
SAUNDERS Peter	SHOOTERS AND FISHERS	P
SAVILLE Lynne	THE GREENS	I
SCANDRETT Ian		C
SCHLEE Caroline	NO PARKING METERS PARTY	B
SCOTT Ken	FAMILY FIRST	G
SECCOMBE David		J
SEELIN Troy	NO PARKING METERS PARTY	B

Ballot Paper Name	Affiliation	Group
SERPANCHY Jaime	AUSTRALIAN DEMOCRATS	L
SHAM Grace	FAMILY FIRST	G
SHARPE Penny*	LABOR	H
SHAW Bob	SHOOTERS AND FISHERS	P
SHAW John	NO PARKING METERS PARTY	B
SHEPHERD Deanne	THE FISHING PARTY	O
SHEPPARD Elwyn	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
SHOEBRIDGE David*	THE GREENS	I
SIANO Nizza	LABOR	H
SIEBER Bob	THE FISHING PARTY	O
SKIBICKI Stefan	SOCIALIST ALLIANCE	K
SLATER Kelly	RESTORE THE WORKERS' RIGHTS PARTY	N
SLATER Rodney	RESTORE THE WORKERS' RIGHTS PARTY	N
SMALL Matthew	THE FISHING PARTY	O
SMITH Alan	BUILDING AUSTRALIA	M
SMITH Ben	INDEPENDENT	
SMITH Bob	THE FISHING PARTY	O
SMITH Ian	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
SMITH Pauline	SHOOTERS AND FISHERS	P
SMOLENSKI Richard	LABOR	H
SQUIRES Peter	RESTORE THE WORKERS' RIGHTS PARTY	N
STANTON Richard	INDEPENDENT	
STEFANAC Jennifer	INDEPENDENT	
STEPHENS John		C
STOCKER Elizabeth	THE FISHING PARTY	O
SURACE Alex	THE GREENS	I
SUTTON Brian	THE FISHING PARTY	O
SWAN David		C
SWANE Gregory	FAMILY FIRST	G
TAYLOR David		J
TEONG Johnny	FAMILY FIRST	G
THEW Diana	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
TOMLINSON Liz	BUILDING AUSTRALIA	M
TOWNSEND Terry	SOCIALIST ALLIANCE	K
TROVATO Ross	BUILDING AUSTRALIA	M
TULLIS John	INDEPENDENT	
TYRRELL Pauline	THE GREENS	I
TYSON Ben	NATIONALS	A
VAN GENNIP Margaretha	SAVE OUR STATE	E
VELLENGA John	BUILDING AUSTRALIA	M
VILLAVER Ronaldo	AUSTRALIAN DEMOCRATS	L
WAKEM Ron	SHOOTERS AND FISHERS	P

Ballot Paper Name	Affiliation	Group
WALES Debra		C
WALFORD Clifford	RESTORE THE WORKERS' RIGHTS PARTY	N
WALLIS Bev		J
WALSH Martin	OUTDOOR RECREATION PARTY	D
WALTER Brett	BUILDING AUSTRALIA	M
WANGMANN Monica	SAVE OUR STATE	E
WARD John	SAVE OUR STATE	E
WATSON Bruce	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
WEBBER Ted	SAVE OUR STATE	E
WHELAN James	OUTDOOR RECREATION PARTY	D
WHELAN Peter	OUTDOOR RECREATION PARTY	D
WHITE John	BUILDING AUSTRALIA	M
WILLIAMS Louise	BUILDING AUSTRALIA	M
WILSON Irene	RESTORE THE WORKERS' RIGHTS PARTY	N
WILSON Sandra		C
WINTER Dean	AUSTRALIAN DEMOCRATS	L
WONG Ernest	LABOR	H
WOOD Tanya	SAVE OUR STATE	E
WRIGHT Rosalyn		J
YOUNG Graeme	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	F
ZHANG John	BUILDING AUSTRALIA	M

\* Elected

## Appendix G: Informality at NSW State Elections 2007 and 2011 (NSW and Electoral Districts)

District	Informal % SGE 2007	Informal % SGE 2011	Change	Variance from 2011 Avg %
NSW Average	2.77	3.20		
Albury	2.63	3.73	1.10	16.74
Auburn	4.22	5.00	0.78	56.49
Ballina	1.49	2.06	0.57	-35.53
Balmain	2.51	2.46	-0.05	-23.01
Bankstown	5.11	6.40	1.29	100.30
Barwon	2.16	2.19	0.03	-31.46
Bathurst	1.95	2.10	0.15	-34.28
Baulkham Hills	2.49	2.75	0.26	-13.93
Bega	2.16	3.12	0.96	-2.35
Blacktown	3.75	4.49	0.74	40.52
Blue Mountains	2.11	2.46	0.35	-23.01
Burrinjuck	1.96	2.24	0.28	-29.89
Cabramatta	3.92	3.95	0.03	23.62
Camden	3.17	3.59	0.42	12.36
Campbelltown	3.78	4.39	0.61	37.40
Canterbury	4.17	4.08	-0.09	27.69
Castle Hill	2.41	2.90	0.49	-9.24
Cessnock	3.05	4.66	1.61	45.85
Charlestown	2.78	3.49	0.71	9.23
Clarence	1.95	2.06	0.11	-35.53
Coffs Harbour	1.69	2.47	0.78	-22.70
Coogee	2.41	2.36	-0.05	-26.14
Cronulla	2.30	2.78	0.48	-12.99
Davidson	2.80	2.05	-0.75	-35.84
Drummoyne	2.74	2.54	-0.20	-20.50
Dubbo	2.20	1.94	-0.26	-39.28
East Hills	3.77	3.96	0.19	23.94
Epping	2.43	2.50	0.07	-21.76
Fairfield	4.86	6.52	1.66	104.06
Gosford	2.62	3.36	0.74	5.16
Goulburn	2.18	3.22	1.04	0.78
Granville	4.12	4.39	0.27	37.40
Hawkesbury	2.57	2.66	0.09	-16.75
Heathcote	2.18	3.12	0.94	-2.35
Heffron	3.65	3.27	-0.38	2.34
Hornsby	2.42	2.54	0.12	-20.50
Keira	2.36	3.15	0.79	-1.41
Kiama	2.04	2.28	0.24	-28.64
Kogarah	3.16	3.99	0.83	24.88

District	Informal % SGE 2007	Informal % SGE 2011	Change	Variance from 2011 Avg %
Ku-ring-gai	1.98	1.72	-0.26	-46.17
Lake Macquarie	2.31	3.00	0.69	-6.11
Lakemba	4.22	5.16	0.94	61.49
Lane Cove	2.62	2.64	0.02	-17.38
Lismore	1.58	2.02	0.44	-36.78
Liverpool	4.57	6.14	1.57	92.17
Londonderry	3.92	3.95	0.03	23.62
Macquarie Fields	4.30	4.95	0.65	54.92
Maitland	2.20	3.10	0.90	-2.98
Manly	1.95	2.31	0.36	-27.70
Maroubra	3.36	2.92	-0.44	-8.61
Marrickville	3.08	2.93	-0.15	-8.30
Menai	2.49	3.17	0.68	-0.79
Miranda	2.03	2.70	0.67	-15.50
Monaro	2.48	2.36	-0.12	-26.14
Mount Druitt	4.53	5.39	0.86	68.69
Mulgoa	3.61	4.06	0.45	27.07
Murray-Darling	2.10	2.67	0.57	-16.44
Murrumbidgee	2.26	2.44	0.18	-23.63
Myall Lakes	1.94	2.61	0.67	-18.31
Newcastle	2.39	2.80	0.41	-12.37
North Shore	2.15	1.96	-0.19	-38.66
Northern Tablelands	0.98	1.16	0.18	-63.70
Oatley	2.65	3.21	0.56	0.46
Orange	1.97	2.53	0.56	-20.82
Oxley	2.17	2.31	0.14	-27.70
Parramatta	3.06	3.77	0.71	17.99
Penrith	2.73	3.59	0.86	12.36
Pittwater	2.16	2.29	0.13	-28.33
Port Macquarie	1.26	1.92	0.66	-39.91
Port Stephens	2.64	2.92	0.28	-8.61
Riverstone	2.94	3.96	1.02	23.94
Rockdale	4.18	3.83	-0.35	19.87
Ryde	2.57	2.77	0.20	-13.31
Shellharbour	3.27	4.70	1.43	47.10
Smithfield	4.76	5.44	0.68	70.26
South Coast	2.05	2.97	0.92	-7.05
Strathfield	2.64	2.68	0.04	-16.12
Swansea	2.92	3.12	0.20	-2.35
Sydney	2.16	2.18	0.02	-31.77
Tamworth	1.17	1.50	0.33	-53.05
Terrigal	2.20	2.71	0.51	-15.18

District	Informal % SGE 2007	Informal % SGE 2011	Change	Variance from 2011 Avg %
The Entrance	2.57	3.50	0.93	9.54
Toongabbie	3.97	3.62	-0.35	13.30
Tweed	2.31	3.30	0.99	3.28
Upper Hunter	2.10	2.76	0.66	-13.62
Vaucluse	2.80	2.55	-0.25	-20.19
Wagga Wagga	2.13	2.21	0.08	-30.83
Wakehurst	3.13	3.12	-0.01	-2.35
Wallsend	3.15	3.58	0.43	12.04
Willoughby	2.30	2.45	0.15	-23.32
Wollondilly	3.61	4.59	0.98	43.65
Wollongong	3.78	3.74	-0.04	17.05
Wyong	2.76	3.95	1.19	23.62



## Appendix H: Votes taken by Vote Types NSW State Elections 1995 to 2011.

Vote Type	1995	1999	2003	2007	2011
	No.	No.	No.	No.	No.
iVote	-	-	-	-	46,862
Postal	64,283	123,797	163,108	223,951	245,411
Pre-poll	82,513	144,540	134,465	223,266	352,741
Declared Institution	n/a	14,841	12,816	15,970	14,880
Early Voting Totals	146,796	283,178	310,389	463,187	659,894
Ordinary	3,153,665	3,241,656	3,282,424	3,285,087	3,188,142
On the day voting Totals	3,153,665	3,241,656	3,282,424	3,285,087	3,188,142
Section/ Silent	n/a	4,089	6,451	5,714	12,564
Enrolment New	-	-	-	-	20,960
Absent	275,321	303,200	325,412	298,135	409,035
Other methods of voting Totals	275,321	307,289	331,863	303,849	442,559
Totals	3,575,782	3,832,123	3,924,676	4,052,123	4,290,595

## Appendix I: Advertising Campaign, NSW State Election 2011

### Scope of Advertising Campaign

Television	Print	Radio
Metropolitan & Community	Metropolitan Tier 1 (5 Titles)	Metropolitan Tier 1 (10 Stations)
SBS TV	Greater Metropolitan Tier 2	Regional Tier 2 (9 Stations)
TVS Sydney	(4 Titles)	Regional Tier 3 (67 Stations)
Community TV	Primary Regional Tier 3 (15 Titles)	Non English Speaking (20 Languages)
Regional	Regional Tier 4 (16 Titles)	Indigenous (28 Stations)
Indigenous	Regional Magazines (10 Titles)	Youth (15 Stations)
Online	Indigenous (2 Titles)	Print Handicapped (6 Stations)
Fairfax Digital (Tiers 1 & 2)	Youth (4 Titles)	
News Digital (Tiers 1 & 2)	Non English Speaking (18 Languages/39 Titles)	
Ninemsn		
Yahoo!7		
Adconion		
Facebook		

### Stages of the campaign

#### Stage 1 - Enrolment

- Enrolment
- Issue of the Writ
- Call for Nominations
- Candidates for Legislative Assembly and Legislative Council
- Register How to Vote Material

#### Stage 2 - Postal Voting and Pre-poll

- Postal Voting
- Pre-poll Voting
- Interstate and Overseas

#### Stage 3 - How to Vote and Remember to Vote

- Remember to Vote
- How to Vote
- Results

## Coverage of the campaign through each stage

### Enrolment Stage

Television	Print	Radio
Metropolitan	Metropolitan	Metropolitan
SBS TV	Tier 1	Tier 1
Community	(5 Titles)	(10 Stations)
TV	Greater	Regional Tier
Regional	Metropolitan	2
Indigenous	Tier 2	(9 Stations)
	(4 Titles)	Regional Tier
Online	Primary	3
Fairfax Digital	Regional Tier	(67 Stations)
(Tiers 1 & 2)	3	Non English
News Digital	(15 Titles)	speaking
(Tiers 1 & 2)	Regional Tier	(20
Ninemsn	4	Languages)
Yahoo!7	(16 Titles)	Indigenous
Adconion	Regional	(28 Stations)
Facebook	Magazines	Youth
	(10 Titles)	(15 Stations)
	Indigenous	Print
	(2 Titles)	Handicapped
	Youth	d
	(4 Titles)	(6 Stations)
	Non English	
	Speaking	
	(18	
	languages/3	
	9 titles)	

### Postal Voting and Pre-Poll Stage

Television	Print	Radio
Metropolitan SBS TV Community TV Regional Indigenous	Metropolitan Tier 1 (3 Titles) Greater Metropolitan Tier 2 (4 Titles) Primary Regional Tier 3 (15 Titles) Regional Tier 4 (16 Titles)	Metropolitan Tier 1 (10 Stations) Regional Tier 2 (9 Stations) Regional Tier 3 (67 Stations) Non English Speaking (20 Languages) Indigenous (28 Stations) Print Handicapped (6 Stations)
Online Fairfax Digital (Tiers 1 & 2) News Digital (Tiers 1 & 2) Ninemsn Yahoo!7 Adconion Facebook	Regional Magazines (10 Titles) Non English Speaking (18 Languages/39 Titles)	

### How to Vote and Remember to Vote Stage

Television	Print	Radio
Metropolitan & Community TV SBS TV Community TV Regional Indigenous	Metropolitan Tier 1 (5 Titles) Greater Metropolitan Tier 2 (4 Titles) Primary Regional Tier 3 (15 Titles) Primary Regional Tier 4 (16 Titles) Regional Magazines (10 Titles)	Metropolitan Tier 1 (10 Stations) Regional Tier 2 (9 Stations) Regional Tier 3 (67 Stations) Non English Speaking (20 Languages) Indigenous (28 Stations) Youth (15 Stations) Print Handicapped (6 Stations)
Online Fairfax Digital (Tiers 1 & 2) News Digital (Tiers 1 & 2) Ninemsn Yahoo!7 Adconion Facebook	Youth (4 Titles) Indigenous (1 Titles) Non English Speaking (18 Languages/39 Titles)	

## Method and Number of advertisements for each stage

### Enrolment

Online: 28 (34,531,490  
impressions)  
Television: 1215  
Radio: 2027

Print: 102  
Number of publications these  
ads appeared in: 93

### Postal Voting and Pre-poll

Online: 30 (9,678,204 impressions)  
Television: 915  
Radio: 1966

Print: 109  
Number of publications these  
ads appeared in: 86

### How to Vote and Remember to Vote

Online: 28 (5,905,063 impressions)  
Television: 975  
Radio: 1814

Print: 91  
Number of publications these  
ads appeared in: 90

## Appendix J: Copies of Advertisements, NSW State Election 2011

### Online Advertisements

#### Enrolment Stage





## Enrolment – Student Email

*Student VIP* **Be the first to know**

**STUDENTS: YOUR VOTE IS YOUR VOICE. BE HEARD.**



Hi Corina,

The NSW State Election is on Saturday, the 26th of March. It's your day to use your voice and be heard.

Get involved:

- Work on election day & earn \$300+
- Check your enrolment
- Are you a first time voter?

Stay up to date:

- Follow us on Facebook
- Follow us on Twitter
- Follow us on YouTube

**WATCH OUR YOUTUBE VIDEO**



For information visit [www.votensw.info](http://www.votensw.info) or call 1300 135 736.



StudentVIP: Your Privacy Is Important

StudentVIP email alerts ensure that you are "the first to know" about student-related services and offers. These email alerts also fund the no-cost services like textbooksexchange provided by [studentvip.com.au](http://studentvip.com.au).

## iVote

**THE NSW STATE ELECTION IS ON MARCH 26**



**YOUR VOTE IS YOUR VOICE. BE HEARD.**

Click here for more info.



**IF YOU'RE OUTSIDE NSW**



**YOUR VOTE IS YOUR VOICE. BE HEARD.**

Click here for more info.



**YOU CAN VOTE ONLINE**



**YOUR VOTE IS YOUR VOICE. BE HEARD.**

Click here for more info.



**APPLY FOR INTERNET VOTING BY MARCH 23**

CLICK HERE TO APPLY



**YOUR VOTE IS YOUR VOICE. BE HEARD.**





## Postal and Pre-poll Stage

**THE ELECTION IS ON MARCH 26**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**ARE YOU AWAY?**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**CAN'T GET TO A POLLING PLACE?**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**YOU NEED TO KNOW YOUR EARLY VOTING OPTIONS**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**www.votensw.info**

CLICK HERE FOR MORE INFO 

YOUR VOTE IS YOUR VOICE. BE HEARD.



## How to Vote and Remember to Vote Stage

**THE ELECTION IS THIS SATURDAY**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**REMEMBER, VOTING IS COMPULSORY**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**FIND YOUR NEAREST POLLING PLACE**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**AND ALL YOU NEED TO KNOW HERE**



YOUR VOTE IS YOUR VOICE. BE HEARD.

Click here for more info. 

**www.votensw.info**




**CLICK HERE FOR MORE INFO**

YOUR VOTE IS YOUR VOICE. BE HEARD.



Press Advertisements

Enrolment Stage



**ENROL TO VOTE.  
BE HEARD ON 26 MARCH.**


The State Election is on Saturday, 26 March 2011. To be heard, you must be correctly enrolled. If you've changed address, you will need to update your enrolment. Or if you've turned 18 or become an Australian citizen, you'll need to enrol to vote for the first time.

**REMEMBER VOTING IS COMPULSORY.**

To check your enrolment, update your address details or enrol, visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.**



Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.



**Are you ready to vote?**

Nathan Blacklock  
Ex-League Player  
and Aboriginal Mentor

**ENROL TO VOTE.  
BE HEARD ON 26 MARCH.**

The State Election is on Saturday, 26 March 2011. To be heard, you must be correctly enrolled. If you've changed address, you will need to update your enrolment. Or if you've turned 18 or become an Australian citizen, you'll need to enrol to vote for the first time.

**REMEMBER VOTING IS COMPULSORY.**

To check your enrolment, update your address details or enrol, visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

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Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.

Nominations Advertisement

**NEW SOUTH WALES STATE ELECTION 2011  
NOMINATIONS ARE NOW OPEN.**



**HOW TO NOMINATE FOR THE ELECTION.**

**Legislative Assembly Nominations:**  
Candidates who are not endorsed by a registered political party must nominate with the Returning Officer for the Electoral District they wish to contest.  
Contact details of the Returning Officers are available at [www.votensw.info](http://www.votensw.info) or by calling 1300 135 736. The deadline for lodging nominations is 12 noon, Thursday, 10 March.

**Registered political parties:** may nominate candidates in the manner set out above or lodge their nominations with the New South Wales Electoral Commission, Level 25, 201 Kent Street, Sydney. The deadline for party nominations lodged at the New South Wales Electoral Commission is 12 noon, Wednesday, 9 March. This deadline is 24 hours prior to the close of nominations with the Returning Officer.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**Legislative Council Nominations:**  
Candidates, groups and registered political parties will lodge their nominations with the New South Wales Electoral Commission, Level 25, 201 Kent Street, Sydney. The deadline for lodging Legislative Council nominations is 12 noon, Tuesday, 10 March.

Information about nomination forms is available in the Handbook for Parties, Groups, Candidates and Scrutineers available from [www.votensw.info](http://www.votensw.info).  
If all nominations will not be accepted, it applies to all nomination forms.

For enquiries, contact the Returning Officer in the Electoral District where you intend to nominate, visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

**YOUR VOTE IS YOUR VOICE. BE HEARD.**



Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.

Issue of the Writ Advertisement

**NEW SOUTH WALES  
STATE ELECTION 2011**

I have received Writs from Professor Marie Bashir, AC, CVO, Governor of New South Wales, issued on 7 March 2011, for the election of 93 members of the Legislative Assembly and 21 members of the Legislative Council.

The Writs specify the following dates for the elections:-

Close of nominations: **12 noon, Thursday, 10 March 2011**  
Election day: **Saturday, 26 March 2011**  
Return of the Writs: **Friday, 29 April 2011**

**REMEMBER VOTING IS COMPULSORY.**

For information visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

Colin Barry  
Electoral Commissioner

**YOUR VOTE IS YOUR VOICE. BE HEARD.**





Candidates Advertisement



**NSW STATE ELECTION 2011**



**KNOW YOUR CANDIDATES.**

At the State Election on Saturday, 26 March you will vote for one Legislative Assembly Member who will represent your electoral district. You will also vote for 21 Legislative Council Members who will represent the state as a whole.

Nominations closed at noon Thursday, 10 March. The full list of candidates is now available on our website [www.votensw.info](http://www.votensw.info).

**Where to vote.**  
On election day you can vote at any polling place in NSW. To check for your nearest polling place visit the website or call us.

**REMEMBER VOTING IS COMPULSORY. THE FINE FOR NOT VOTING IS \$55.**

For information visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.**



Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.

Register Material Advertisement

**NEW SOUTH WALES STATE ELECTION 2011**

**REGISTER YOUR ELECTORAL MATERIAL.**

Electoral material including how to vote cards to be distributed on election day by any person or organisation, including candidates, groups or registered political parties must be registered.

Information on registering electoral material is available in the Handbook for Parties, Groups, Candidates and Scrutineers on the NSWEC website, [www.votensw.info](http://www.votensw.info).

Applications can be lodged from the day nominations close until 5pm Friday, 18 March 2011.

Applications may be lodged at the New South Wales Electoral Commission, Lvl 25, 201 Kent St, Sydney, by hand, fax (02) 9290 5488 or email to [howtovote@elections.nsw.gov.au](mailto:howtovote@elections.nsw.gov.au). Material received after the deadline will not be considered.

Electoral material distributed before election day is not required to be registered but must comply with electoral legislation.

For information visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.**



Authorised by Colin Barry, Electoral Commissioner, Lvl 25, 201 Kent Street Sydney, NSW 2000.

Postal and Pre-poll Stage




**WHEREVER YOU ARE, BE HEARD ON 26 MARCH.**

The State Election is on Saturday, 26 March 2011. If you can't get to a polling place, or you're out of the State, you can still be heard. You can vote at a pre-poll voting centre between Monday, 14 March and Friday, 25 March. For locations visit our website or call us.

If you are not on the roll in NSW you may be eligible to enrol and vote when you bring your NSW photo driver licence or RTA photo ID card showing your current address, and Australian citizenship details if you were born overseas.

People who are blind, vision impaired or who have another disability and people who live more than 20km from a polling place or who will be outside NSW on election day, can apply to use the new iVote system to cast their vote over the telephone or using the internet. To learn more about iVote visit [iVote.nsw.gov.au](http://iVote.nsw.gov.au) or call **1300 02 2011**.

You can vote by post by lodging a postal vote application by Monday, 21 March if you're overseas or Wednesday, 23 March if you're in Australia.

You can apply for a postal vote online at [www.votensw.info](http://www.votensw.info) or request one by calling us.

If you're away from home on election day you can vote at any polling place in the State.

**REMEMBER VOTING IS COMPULSORY. THE FINE FOR NOT VOTING IS \$55.**

For information visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.**



Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.

**iVote**

**TELEPHONE AND INTERNET VOTING FOR THE NSW STATE ELECTION 2011.**

The following people can apply to cast their vote over the telephone or on the internet using the new iVote system developed by the NSW Electoral Commission.

- People who are blind, have low vision or another disability
- People who are so physically incapacitated or illiterate that they need assistance to vote
- People who live more than 20km from a polling place, or are outside NSW on election day

To apply now visit [iVote.nsw.gov.au](http://iVote.nsw.gov.au) or call **1300 02 2011**.

For more information on your voting options visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English call our interpreting Service 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.**



Authorised by Colin Barry, Electoral Commissioner, Lvl 25, 201 Kent Street Sydney, NSW, 2000.

Interstate and Overseas Advertisement

# WHEREVER YOU ARE, BE HEARD ON 26 MARCH.

**WHERE YOU CAN VOTE INTERSTATE AND OVERSEAS.**

**Overseas and Interstate Voting Centres are now open.**  
If you won't be in New South Wales on election day, ensure you are heard by voting before you leave or while you are away.

**Interstate and Overseas Locations:** You can vote while you are away at a number of interstate and overseas locations. For locations visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**. Interstate voting closes at COB on Friday, 25 March. Overseas voting closes at COB on Thursday, 24 March.

**Sydney Airport:** You can vote before you leave at Terminals 1, 2 and 3 of Sydney Airport on Thursday, 24 March – 8am to 8pm, Friday, 25 March – 8am to 6pm and election day Saturday, 26 March – 8am to 6pm.

**Internet Voting:** If you are out of the state on election day, you can apply to use the new iVote system to cast your vote over the telephone or using the internet. To learn more about iVote visit [vote.nsw.gov.au](http://vote.nsw.gov.au) or call **1300 02 2011**.

For information visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.** 

Authorised by Colin Barry, Electoral Commissioner, Lvl 25, 201 Kent St Sydney, NSW, 2000.

How to Vote and Remember to Vote Stage



# REMEMBER TO VOTE THIS SATURDAY.

Saturday, 26 March is election day. It's your chance to be heard on how your state is run.

**Polling places are open from 8am to 6pm.**

On Saturday you should vote at a polling place nearest your home. If you are away from home you can vote at any polling place in the state. For locations of polling places visit our website, [www.votensw.info](http://www.votensw.info), or call us.

**You need to be enrolled to vote.**

To check your enrolment details visit our website or call us. If you are not on the roll in NSW you may be able to enrol and vote on election day when you bring your NSW photo driver licence or RTA photo ID card showing your current address, and Australian citizenship details if you were born overseas.

**REMEMBER VOTING IS COMPULSORY. THE FINE FOR NOT VOTING IS \$55.**

For information visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English call our interpreting service on 13 14 50. Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.** 

Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.

# BE HEARD ON 26 MARCH.

**SATURDAY, 26 MARCH IS ELECTION DAY. IT'S YOUR CHANCE TO BE HEARD ON HOW YOUR STATE IS RUN.**

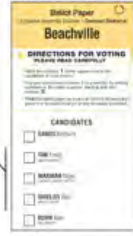
**Polling places are open from 8am to 6pm.**  
On Saturday you should vote at a polling place nearest your home. If you are away from home you can vote at any polling place in the state. For locations of polling places visit our website, [www.votensw.info](http://www.votensw.info), or call us.

**You need to be enrolled to vote.**  
To check your enrolment details visit our website or call us. If you are not on the roll in NSW you may be eligible to enrol and vote on election day when you bring your NSW photo driver licence or RTA photo ID card showing your current address, and Australian citizenship details if you were born overseas.

**VOTE CORRECTLY TO BE HEARD. YOU WILL NEED TO FILL IN TWO BALLOT PAPERS CORRECTLY.**

**LEGISLATIVE ASSEMBLY**  
For the Legislative Assembly, Write the number **1** in the square next to the candidate of your choice.

You can show more choices, if you want to, by writing numbers in the other squares, starting with the number **2**.




**LEGISLATIVE COUNCIL**  
For the Legislative Council you can vote above or below the line.

**If you vote ABOVE the LINE:**

- Write the number **1** in the square for the group of your choice.
- You can show more choices, if you want to, by writing numbers in the other squares, starting with the number **2**.

**If you vote BELOW the LINE:**


- Write the numbers **1** to **15** in the squares for candidates in the order of your choice. You must number at least 15 squares for your vote to be counted.
- You can show more choices, if you want to, by writing numbers in the other squares, starting with number **16**.



**REMEMBER VOTING IS COMPULSORY. THE FINE FOR NOT VOTING IS \$55.**

For more information on How to Vote, Candidates and Polling Places visit [www.votensw.info](http://www.votensw.info) or call **1300 135 736**.

For enquiries in languages other than English, call our interpreting service on 13 14 50. Hearing or speech impaired? Call us on the National Relay Service on 13 36 77.

**YOUR VOTE IS YOUR VOICE. BE HEARD.** 

Authorised by Colin Barry, Electoral Commissioner, Level 25, 201 Kent Street Sydney, NSW, 2000.





## EFA Advertising

### NEW SOUTH WALES STATE ELECTION 2011

#### Changes to election campaign funding and disclosure laws commence on 1 January 2011.

If you are, or are intending to be, a political party, candidate, group, donor or third-party campaigner you have obligations and responsibilities.

If you are engaged, or intend to engage, in:

- accepting a political donation,
- making a political donation, or
- spending money on an election campaign,

then you already have legal obligations and responsibilities under the Election Funding, Expenditure and Disclosures Act 1981 [the Act]. The changes to the Act include (but are not limited to):

**POLITICAL DONOR:** Includes any person who makes a 'gift' as defined in the Act.

**THIRD-PARTY CAMPAIGNER:** Includes any entity or other person (not being a registered party, elected member, group or candidate) who incurs electoral communication expenditure during a capped expenditure period (commencing 1 January 2011) that exceeds \$2,000 in total. It is necessary to be registered and have appointed an official agent.

**ELECTORAL COMMUNICATION EXPENDITURE:** Includes (but is not limited to) electoral expenditure for advertisements in radio, television, newspapers, posters and other election expenses. There are caps, restrictions and obligations on incurring electoral communication expenditure.

**POLITICAL DONATIONS:** There are caps, restrictions and obligations on giving or receiving political donations.

**REGISTRATION AND OFFICIAL AGENTS:** There are obligations to register with the Election Funding Authority and to appoint an official agent.

**CAMPAIGN ACCOUNTS:** It is unlawful to make payments for electoral communication expenditure, or to use political donations for any such expenditure, in certain circumstances.

**DISCLOSURE:** There are obligations in respect to the completion and lodgement, within the statutory time, of a disclosure of political donations made or received and electoral communication expenditure incurred (as applicable).

**OFFENCES:** There are significant penalties for offences under the Act.

For more information, come along to an information seminar in February 2011. Visit the website for details.

For enquiries in languages other than English, call our interpreting service on 13 14 50.

Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

Visit [www.efa.nsw.gov.au](http://www.efa.nsw.gov.au) or call 1300 135 736.



Colin Barry, Chair, Election Funding Authority, Level 25, 201 Kent Street Sydney, NSW, 2000.

### NEW SOUTH WALES STATE ELECTION 2011

#### Third-party campaigners

**Are you an entity or person intending to incur expenditure on advertisements in radio, television, newspapers, posters and other election expenses?**

**As a third-party campaigner you have obligations and responsibilities under the Election Funding, Expenditure and Disclosures Act 1981.**

**THIRD-PARTY CAMPAIGNER:** This includes any entity or other person (not being a registered party, elected member, group or candidate) who incurs electoral communication expenditure during a capped expenditure period that exceeds \$2,000 in total.

**REGISTRATION AND OFFICIAL AGENTS:** A third-party campaigner must register with the Election Funding Authority, and appoint an official agent, before making payments for electoral communication expenditure incurred during a capped expenditure period, or accepting political donations for the purposes of incurring that expenditure.

**CAPPED EXPENDITURE PERIOD:** The capped expenditure period for the NSW State Election 2011 is from 1 January 2011 to midnight - on Election Day on 26 March 2011.

**CAPS ON ELECTORAL COMMUNICATION EXPENDITURE:** A cap on electoral communication expenditure incurred during the capped period applies for the upcoming State election.

The cap for a third-party campaigner who is **registered prior to 1 January 2011** is \$1,050,000.

The cap for a third-party campaigner who is **not registered prior to 1 January 2011** is \$525,000.

**ELECTORAL COMMUNICATION EXPENDITURE:** This includes (but is not limited to) electoral expenditure for advertisements in radio, television, newspapers, posters and other election expenses.

**POLITICAL DONATIONS:** There are caps, restrictions and obligations on giving or receiving political donations.

**DISCLOSURE:** There are obligations in respect to the completion and lodgement, within the statutory time, of a disclosure of political donations made or received and electoral communication expenditure incurred.

**OFFENCES:** There are significant penalties for offences under the Act.

**Political parties, candidates, groups and political donors also have obligations and responsibilities that will change from 1 January 2011.**

Registration forms and further information are available by visiting the website or calling us.

Visit [www.efa.nsw.gov.au](http://www.efa.nsw.gov.au) or call 1300 135 736.

For enquiries in languages other than English, call our interpreting service on 13 14 50.

Hearing or speech impaired? Call us via the National Relay Service on 13 36 77.

Visit [www.efa.nsw.gov.au](http://www.efa.nsw.gov.au) or call 1300 135 736.



Colin Barry, Chair, Election Funding Authority, Level 25, 201 Kent Street Sydney, NSW, 2000.



## Appendix K: Interstate and Overseas Pre-poll Locations, NSW State Election 2011

### Interstate Pre-Poll Locations

Location	Address	Contact Numbers
Adelaide	South Australian Electoral Commission Level 6, 60 Light Square Adelaide SA 5000	Phone 08 7424 7400 Fax 08 7424 7444
Alice Springs	Northern Territory Electoral Commission MyVote Central Suite 3, Yeperenye Centre Gregory Terrace (next to Commonwealth Bank) Alice Springs NT 0870	Phone 08 8951 5971 Fax 08 8952 4216
Brisbane	Electoral Commission of Queensland Level 6, Forestry House 160 Mary Street Brisbane QLD 4000	Phone 1300 881 665 Fax 07 3229 7391
Broadbeach Waters	Albert Waterways Community Centre Cnr Sunshine Boulevard & Hooker Boulevard (behind Pacific Fair Shopping Centre) Broadbeach Waters QLD 4218	Phone 1300 881 665
Cairns	Magistrates Courts Office 5D Sheridan Street Cairns QLD 4870	Phone 07 4039 8900 Fax 07 4039 8933
Canberra	AEC Divisional Offices 1st Floor 8-10 Hobart Place Canberra City ACT 2601	Phone 02 6257 6018/ 02 6249 1876 Fax 02 6257 6014/ 02 6257 5623
Darwin	Northern Territory Electoral Commission 2nd Floor, AANT Building, 79 Smith Street Darwin NT 0800	Phone 08 8999 5617 Fax 08 8999 5845
Hobart	Tasmanian Electoral Commission Level 2, Telstra Centre 70 Collins Street Hobart TAS 7000	Phone 03 6233 2000 Fax 03 6224 0217

Location	Address	Contact Numbers
Melbourne	Victorian Electoral Commission Level 8, 505 Little Collins Street Melbourne VIC 3000	Phone 03 9299 0520 Fax 03 9629 8632
Perth	Western Australian Electoral Commission Level 2, 111 St Georges Terrace (cnr of St Georges Terrace & William Streets) Perth WA 6000	Phone 08 9214 0400 Fax 08 9226 0577
Sunshine Coast	Magistrates Courts Office Langura Street Noosa QLD 4567	Phone 07 5473 8400 Fax 07 5447 2425

## Overseas Pre-Poll Locations

Location	Address	Contact Numbers
Canada Vancouver	Australian Consulate Suite 2050, 1075 West Georgia Street Vancouver, BC V6E 3C9, Canada	Phone +1 604 684 1177 Fax +1 604 684 1856
China Beijing	Australian Embassy 21 Dongzhimenwai Dajie Sanlitun Beijing 100600 China (People's Republic of)	Phone +86 10 5140 4111 Fax +86 10 5140 4292
Guangzhou	There will no pre-poll voting in Guangzhou. iVote or Postal voting is available.	
Hong Kong	Australian Consulate-General Level 23/F, Harbour Centre 25 Harbour Road Wan Chai, Hong Kong China (People's Republic of)	Phone +852 2827 8881 Fax +852 2585 4457
Shanghai	Australian Chamber of Commerce (AustCham) Suite 1101B, Silver Court 85 Taoyuan Road (near Xizang South Road) Shanghai 200021 China (People's Republic of)	Phone +86 021 6248 8301 Fax +86 021 6248 5580
East Timor Dili	Australian Embassy Avenida dos Martires da Patria Dili, East Timor	Phone +670 332 2111 Fax +670 332 2247
Fiji Suva	Australian High Commission 37 Princes Road (Tamavua) Suva, Fiji	Phone +679 338 2211 Fax +679 338 2065
France Paris	Australian Embassy 4 Rue Jean Rey Paris 75724 Cedex 15, France	Phone +33 1 4059 3300 Fax +33 1 4059 3315
Indonesia Jakarta	Australian Embassy Jalan H.R. Rasuna Said Kav C15-16 Jakarta Selatan 12940, Indonesia	Phone +62 21 2550 5555 Fax +62 21 2550 5467

Location	Address	Contact Numbers
Ireland Dublin	Australian Embassy Seventh Floor, Fitzwilton House Wilton Terrace, Dublin 2, Ireland	Phone +353 1 664 5300 Fax +353 1 678 5185
Japan Tokyo	Australian Embassy 2-1-14 Mita, Minato-Ku Tokyo 108-8361, Japan <sup>13</sup>	Phone +81 3 5232 4111 Fax +81 3 5232 4057
Malaysia Kuala Lumpur	Australian High Commission 6 Jalan Yap Kwan Seng Kuala Lumpur, 50450, Malaysia	Phone +60 3 2146 5555 Fax +60 3 2141 5773
Netherlands The Hague	Australian Embassy Carnegielaan 4 The Hague 2517 KH, Netherlands	Phone +31 70 310 8200 Fax +31 70 310 8250
New Zealand Auckland	Australian Consulate-General Level 7 PriceWaterhouseCoopers Tower 186-194 Quay Street Auckland, New Zealand	Phone +64 9 921 8800 Fax +64 9 921 8820
Wellington	Electoral Commission Level 9, 17-21 Whitmore Street Wellington	Phone +64 4 498 2315 Fax +64 4 495 0031
Norfolk Island Kingston	Office of the Administrator Administration Building Kingston, 2899 Norfolk Island	Phone +6 7232 2152 Fax +6 7232 2681
Papua New Guinea Port Moresby	Australian High Commission Godwit Road, (Waigani) Port Moresby NCD Papua New Guinea	Phone +675 325 9333 Fax +675 325 9239
Philippines Manila	Australian Embassy Level 23 - Tower 2, RCBC Plaza 6819 Ayala Avenue, (Makati City) Manila, Philippines	Phone +63 2 7578 100 Fax +63 2 7578 268
Singapore	Australian High Commission 25 Napier Road Singapore, 258507, Singapore	Phone +65 6836 4100 Fax +65 6737 7465

<sup>13</sup> Following the earthquake in Japan, the Australian Embassy in Tokyo was unable to issue votes to NSW electors. The Embassy made a computer available to electors to enable them to register to iVote or to apply for a postal vote online.

Location	Address	Contact Numbers
Solomon Islands Honiara	Australian High Commission Cnr Hibiscus Avenue and Mud Alley Honiara, Solomon Islands	Phone +677 21 561 Fax +677 23 691
Thailand Bangkok	Australian Embassy 37 South Sathorn Road Bangkok 10120, Thailand	Phone + 66 2 344 6300 Fax +66 2 344 6593
United Kingdom London	Australian High Commission Australia House, The Strand London WC 2B 4LA, United Kingdom	Phone +44 20 7379 4334 Fax +44 20 7887 5558
United States Los Angeles	Australian Consulate-General Century Plaza Towers 31st Floor, 2029 Century Park East Century City Los Angeles, CA 90067, USA	Phone +1 310 229 2300 Fax +1 310 229 2380
New York	Australian Consulate-General 150 East 42nd Street, 34th Floor New York, NY, 10017-5612, USA	Phone +1 212 351 6500 Fax +1 212 351 6501
San Francisco	Australian Consulate-General 575 Market Street, Suite 1800 (18 Flr) San Francisco CA 94105-2815, USA	Phone +1 415 644 3620 Fax +1 415 536 1982
Washington	Australian Embassy 1601 Massachusetts Avenue Washington DC NW 20036- 2273, USA	Phone +1 202 797 3000 Fax +1 202 797 3331
Vietnam Ho Chi Minh City	Australian Consulate-General 5th Floor, The Landmark Building 5B Ton Duc Thang, District 1 Ho Chi Minh City, Vietnam	Phone +84 8 3521 8100 Fax +84 8 3521 8101

## Appendix L: Candidate Seminars, NSW State Election 2011

Location	Date	Time	Venue Name	Venue Address
Sydney	3 Nov 2010	6:00 pm – 8:00pm	The Portside Centre, Symantec House	Level 5 207 Kent Street Sydney
Taree	4 Nov 2010	6:00pm – 8:00pm	Manning Valley Visitor Information Centre	21 Manning River Drive Taree
Wollongong	4 Nov 2010	6:00pm – 8:00pm	Lillypilly Room, Corrimal District Library & Community Centre	15 Short Street Corrimal
Liverpool	4 Nov 2010	5:00pm – 7:00pm	Pink Room, Liverpool City Library	170 George Street Liverpool
Maitland	6 Nov 2010	9:00am – 11:00am	Heritage Room, Maitland Town Hall	279-287 High Street Maitland
Batemans Bay	6 Nov 2010	9:00am – 11:00am	Batemans Bay Community Centre	2 Museum Place Batemans Bay
Chatswood	10 Nov 2010	6:00pm – 8:00pm	Willoughby City Council Administrative Building	Level 6 31 Victor Street Chatswood
Hurstville	10 Nov 2010	6:00pm – 8:00pm	Wandarrah Room, Hurstville Entertainment Centre	MacMahon Street Hurstville
Orange	11 Nov 2010	6:00pm – 8:00pm	West Room, Orange Regional Art Gallery	149 Byng Street Orange
Parramatta	13 Nov 2010	9:00am – 11:00am	Parramatta Town Hall, Jubilee Hall	182 Church Street Parramatta
Tamworth	13 Nov 2010	10:00am – 12:00pm	Passchendaele Room, Tamworth War Memorial Town Hall	Fitzroy Street Tamworth



Location	Date	Time	Venue Name	Venue Address
Gosford	17 Nov 2010	6:00pm – 8:00pm	The Erina Centre, The Hive, Erina Shopping Centre	Terrigal Drive Erina
Penrith	17 Nov 2010	6:00pm – 8:00pm	Pasadena Room, Penrith Civic Centre	601 High Street Penrith
Lismore	18 Nov 2010	6:00pm – 8:00pm	Fountain Room, Lismore City Hall	1 Bounty Street Lismore
Queanbeyan	18 Nov 2010	6:00pm – 8:00pm	Queanbeyan City Council Chambers	253 Crawford Street Queanbeyan
Coffs Harbour	20 Nov 2010	9:30am – 11:30am	The Boardroom, Coffs Ex-Services Memorial and Sporting Club	Vernon St Coffs Harbour
Wagga Wagga	20 Nov 2010	9:00am – 11:00am	Wagga Wagga City Council Meeting Room	Cnr Baylis Street and Morrow Street Wagga Wagga
West Wyalong	2 Feb 2011	3.00pm – 5.00pm	Bland Shire Council Chambers	6 Shire Street Wyalong
Broken Hill	2 Feb 2011	3.00pm – 5.00pm	Aged Persons Rest Centre	Blende Street Broken Hill
Sydney	7 Feb 2011	6:00pm – 8:00pm	The Portside Centre, Symantec House	Level 5 207 Kent Street Sydney
Wollongong	8 Feb 2011	5:00pm – 7:00pm	Sredersas Gallery, Wollongong City Gallery	Cnr of Kembla & Burelli Streets Wollongong
Blacktown	8 Feb 2011	6:00pm – 8:00pm	Max Webber Function Centre, Lev 1, Max Webber Library	Cnr Alpha & Flushcombe Streets Blacktown

Location	Date	Time	Venue Name	Venue Address
Charlestown	8 Feb 2011	5:00pm – 7:00pm	Charlestown Library	Cnr Smith & Ridley Streets Charlestown
Wagga Wagga	8 Feb 2011	6:00pm – 8:00pm	Wagga Wagga City Council Meeting Room	Cnr Baylis Street and Morrow Street Wagga Wagga
Port Macquarie	9 Feb 2011	5:00pm – 7:00pm	Glasshouse, Meeting Room 1	Cnr Clarence & Hay Sts Port Macquarie
Armidale	10 Feb 2011	5:00pm – 7:00pm	Meeting Room, Council Chambers	135 Rusden Street Armidale
Gordon	10 Feb 2011	6:00pm – 8:00pm	Kuring gai Library Meeting Room	Pacific Highway Gordon
Dubbo	10 Feb 2011	5:00pm – 7:00pm	Oxley Room, Dubbo Regional Theatre and Convention Centre	155 Darling Street Dubbo
Lismore	11 Feb 2011	5:00pm – 7:00pm	Fountain Room, Lismore City Hall	1 Bounty Street Lismore
Bathurst	11 Feb 2011	5:00pm – 7:00pm	Bathurst Library	70-78 Keppel Street Bathurst
Bankstown	12 Feb 2011	9:00am – 11:00am	Mirrambeena Room Level 2 Bankstown Sports Club	8 Greenfield Parade Bankstown

## Appendix M: Legislative Council Draw and Second Preference Group, NSW State Election 2011

Draw		Second Preference Group	
Group Letter	Group	Group Letter	Group
A	LIBERAL/NATIONALS	F	CHRISTIAN DEMOCRATIC PARTY
B	NO PARKING METERS PARTY	M	BUILDING AUSTRALIA
C	JOHN HATTON GROUP	E	SAVE OUR STATE
D	OUTDOOR RECREATION PARTY	O	THE FISHING PARTY
E	SAVE OUR STATE	C	JOHN HATTON GROUP
F	CHRISTIAN DEMOCRATIC PARTY	G	FAMILY FIRST
G	FAMILY FIRST	A	LIBERAL/NATIONALS
H	LABOR/COUNTRY LABOR	I	THE GREENS
I	THE GREENS	K	SOCIALIST ALLIANCE
J	PAULINE HANSON	F	CHRISTIAN DEMOCRATIC PARTY
K	SOCIALIST ALLIANCE	I	THE GREENS
L	AUSTRALIAN DEMOCRATS	C	JOHN HATTON GROUP
M	BUILDING AUSTRALIA	B	NO PARKING METERS PARTY
N	RESTORE WORKERS RIGHTS PARTY	L	AUSTRALIAN DEMOCRATS
O	THE FISHING PARTY	A	LIBERAL/NATIONALS
P	SHOOTERS & FISHERS	F	CHRISTIAN DEMOCRATIC PARTY

## Appendix N: Legislative Council Elected Candidates, NSW State Election 2011

Order Elected	Candidate	Group	Party	Elected at Count
1	GALLACHER Mike	A	LIBERAL/NATIONALS	1
2	ROOZENDAAL Eric	H	LABOR/COUNTRY LABOR	1
3	SHOEBRIDGE David	I	THE GREENS	1
4	GAY Duncan	A	LIBERAL/NATIONALS	4
5	DONNELLY Greg	H	LABOR/COUNTRY LABOR	4
6	BARHAM Jan	I	THE GREENS	4
7	PEARCE Greg	A	LIBERAL/NATIONALS	7
8	SHARPE Penny	H	LABOR/COUNTRY LABOR	7
9	CLARKE David	A	LIBERAL/NATIONALS	9
10	PRIMROSE Peter	H	LABOR/COUNTRY LABOR	9
11	COLLESS Rick	A	LIBERAL/NATIONALS	11
12	KELLY Tony	H	LABOR/COUNTRY LABOR	11
13	MacDONALD Scot	A	LIBERAL/NATIONALS	13
14	CUSACK Catherine	A	LIBERAL/NATIONALS	14
15	MACLAREN- JONES Natasha	A	LIBERAL/NATIONALS	15
16	PHELPS Peter	A	LIBERAL/NATIONALS	16
17	BLAIR Niall	A	LIBERAL/NATIONALS	17
18	BROWN Robert	P	SHOOTERS AND FISHERS	308
19	GREEN Paul	F	CHRISTIAN DEMOCRATIC PARTY (FRED NILE GROUP)	308
20	BUCKINGHAM Jeremy	I	THE GREENS	308
21	JOHNSTON Sarah	A	LIBERAL/NATIONALS	308

## Appendix O: Components of NSWEC's Media Campaign, NSW State Election 2011

### Media briefing

A media briefing was held at Parliament House on 14 February 2011. It was attended by 33 media personnel.

### Media releases

22 Media Releases were distributed as part of the NSW State Election 2011 campaign, plus one Media Advisory.

### Media release dates and titles

22 February 2010

Could you help run the next State election?

26 October 2010

NSW State Election 2011 Candidate Information Seminars

21 January 2011

Candidate Seminars Broken Hill Council By-election and 2011 NSW State Election

Candidate Seminars Bland Council By-election and 2011 NSW State General Election

24 January 2011

Candidate Information Seminars NSW State Election 2011

31 January 2011

Work at the NSW State Election

Background media briefing for the NSW State Election 2011

17 February 2011

Electronically assisted voting for the State Election

21 February 2011

Elector Information Campaign begins today

28 February 2011

Work at the NSW State Election - Metropolitan

1 March 2011

Work at the NSW State Election - Regional

7 March 2011

Nominations open for the NSW State Election

8 March 2011

It's not too late to enrol and vote

9 March 2011

Nominations close tomorrow for the NSW State Election

Work at the NSW State Election in Cessnock

10 March 2011

Early voting options for the NSW State Election

14 March 2011

Early voting starts today - Postal vote applications processed and despatched

17 March 2011

Get ready to vote at the NSW State Election 2011

21 March 2011

Early voting options prove popular

22 March 2011

Get ready to vote this Saturday

23 March 2011

Make sure your vote counts on Saturday

25 March 2011

Where to vote tomorrow

Media advisory date and title

24 March 2011

MEDIA ADVISORY - Results information for the 2011 NSW State Election

Media Interviews

79 Interviews on 32 regional, Sydney metro or statewide radio and TV stations as follows -

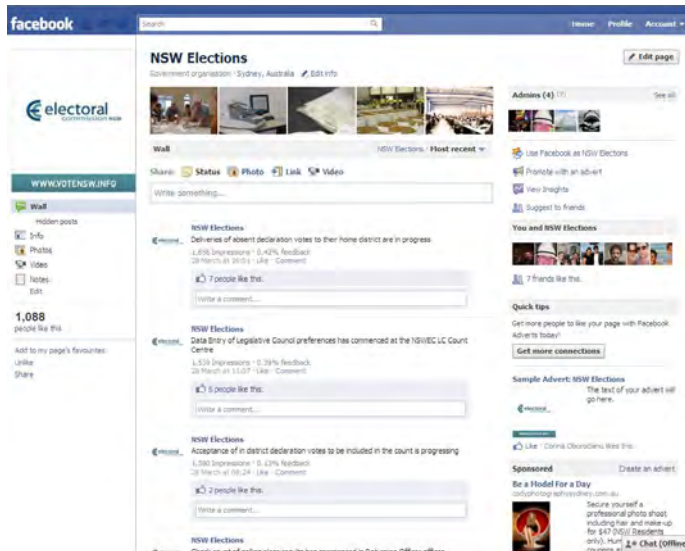
Station
2DU
2GB
2GO
2HC
2HD
2LT Lithgow
2MG Mudgee
2MGStar FM
2MMM
2SM
2UE
2WS
ABC 702
ABC Broken Hill

Station
ABC Illawarra
ABC MNC
ABC Newcastle
ABC North
ABC North Coast
ABC Riverina
ABC South
ABC South East
ABC Tamworth
ABC Wollongong

Station
ABC Statewide
Regional
Channel 10
I98
NOVA
Perth radio
PRIME TV
NEWS
Southern cross
BH
Weather channel
2EL Orange

## Social Media

### Facebook



### Twitter



### You Tube





## Appendix P: Languages spoken by election staff, NSW State Election 2011

Afghani	Finnish	Samoan
Afrikaans	French	Serbian
Amharic (Ethiopian)	German	Shona
Arabic	Ghanain	Sinhalese
Armenian	Greek	Singalam
Assyrian	Gujarati	Slovak
Azeri	Hakka	Slovene
(Azerbaijan)	Hazaragi	Solomon
Bahasa Malay	Hebrew	Pidgin English
Bangalie	Hindu	Somali
Bengali	Hungarian	Spanish
Bislama	Ilocano	Srilankan
Bosnian	Indian	Sudanese
Burmese	Indonesian	Swahili
Catalan	Italian	Swedish
Cambodian	Japanese	Syriac
Chaldean	Kannada	Tagalog
Chinese	Kinyarwanda	Philippines
Cantonese	Kirundi	Taiwanese
Chinese	Konkani	Tamil
Mandarin	Korean	Telugu
Chinese -	Krio	Teo Chew
Hakka	Kurdish	Thai
Chinese-	Lao	Tok Pisin - Pigin
Hokkien	Latvian	English
Chinese - Chiu	Lithuanian	Tongan
Chao	Macedonian	Turkish
Chinese - Teo	Malayalam	Ukranian
Chew	Maltese	Urdu
Chinese-	Marathi	Vietnamese
Shanghainese	Mauritian	Yoruba
Creole	Melanesian	
Croatian	Pidgin	
Czech	Nederlands	
Danish	Nepali	
Dari	Niuean	
DNAP	Norwegian	
Dutch	Pashtoo	
Edo	Polish	
Egyptian	Portuguese	
Estonian	Punjabi	
Farsi Iran Persia	(Indian)	
Fijian	Romanian	
Filipino	Roviana	
	Russian	

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