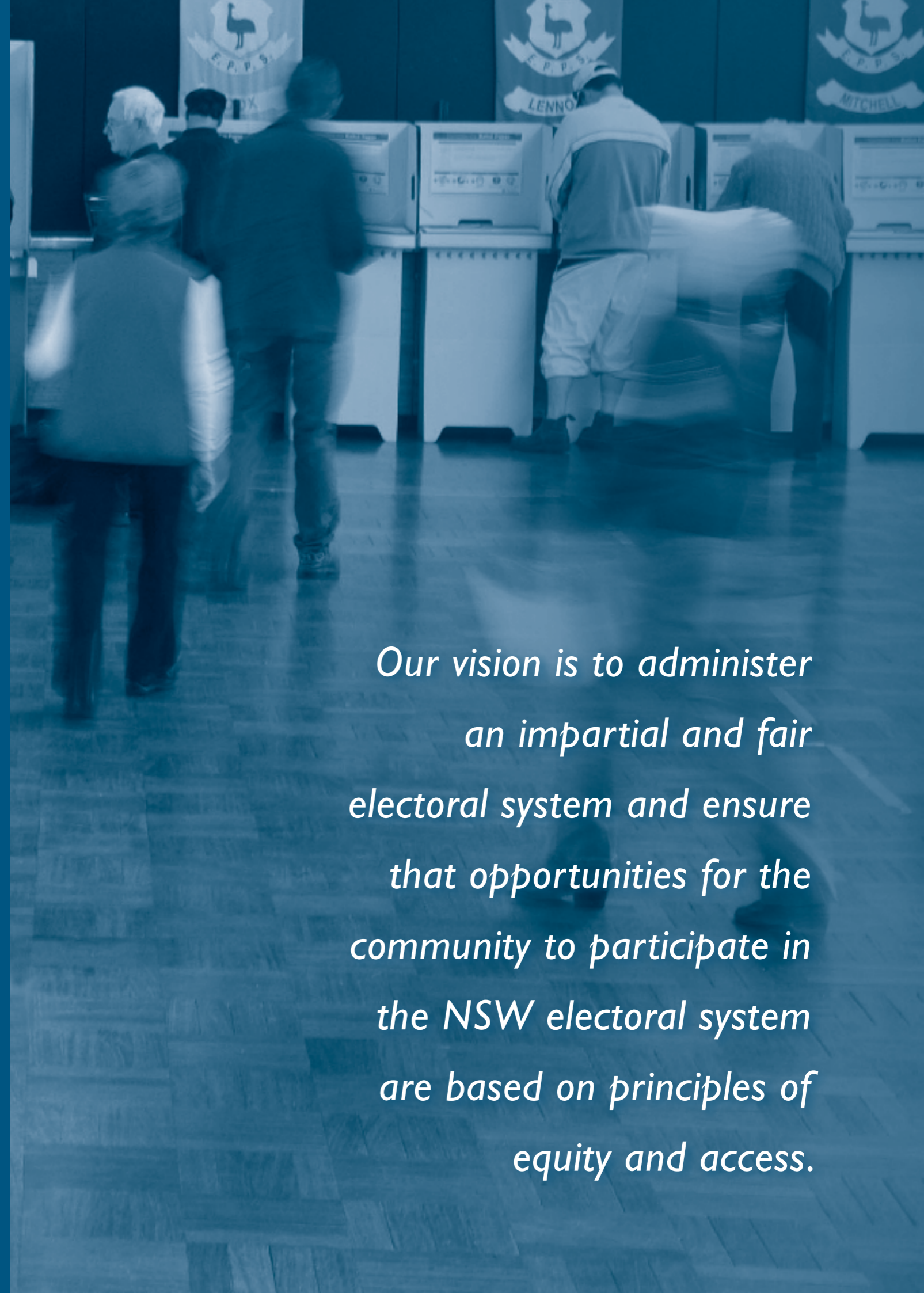




NSWEC ANNUAL REPORT 2009/10

 electoral  
commission NSW



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

ISSN 1835-3312 (Print)  
ISSN 1835-3282 (Online)

© State of New South Wales through the  
New South Wales Electoral Commission 2010

No part of this report may be reproduced by any  
process, except in accordance with the *Copyright  
Act 1968*. Please address all enquiries to the  
New South Wales Electoral Commission,  
Level 25, 201 Kent Street, Sydney 2000



# Contents

|   |            |
|---|------------|
| <b>1 Overview</b>   | <b>3</b>   |
| Electoral Commissioner's Overview   | 4          |
| 2009/10 at a Glance   | 6          |
| Our Services  | 9          |
| Organisational Overview   | 12         |
| Corporate Governance Overview   | 13         |
| Performance Overview  | 14         |
| <b>2 Review of Operations and Activities</b>  | <b>17</b>  |
| <b>Conduct of Elections</b>   | <b>18</b>  |
| Achievements, challenges and performance outcomes for Local Government by-elections, the Penrith State By-election and elections conducted for clubs and statutory boards. Planning for the NSW State Election 2011, non-voter analysis and how we manage an impartial and lawful election process. |            |
| <b>Electoral Roll Management</b>  | <b>33</b>  |
| Achievements, challenges and performance outcomes for electoral roll management activities, including enrolment statistics, SmartRoll activities and what we are doing to ensure that citizens who are eligible to vote are on the electoral roll.  |            |
| <b>Communication and Public Awareness</b>   | <b>40</b>  |
| Achievements, challenges and performance outcomes for communications activities including advertising and media strategies, publications, our website, multicultural policies and services program and how we are ensuring voter participation is maximised and informal votes minimised.           |            |
| <b>Organisational Development and Innovation</b>  | <b>48</b>  |
| Achievements, challenges and performance outcomes for managing our people and processes, including human resources, information technology, sustainability and financial administration and how we are providing value for money for the people of NSW.   |            |
| <b>3 Corporate Governance</b>   | <b>57</b>  |
| Details of the NSWEC's management practices, including risk and audit processes, compliance reporting, accountability mechanisms and legislative compliance.  |            |
| <b>4 Financial Performance</b>  | <b>67</b>  |
| Summary and analysis of NSWEC revenues, budgets, expenses, assets, and liabilities, plus the Independent Auditor's Report and financial statements for year ending 30 June 2010.  |            |
| <b>5 Appendices</b>   | <b>103</b> |
| <b>6 References</b>   | <b>113</b> |
| Abbreviations and Acronyms  | 114        |
| Mandatory Annual Reporting Requirements   | 115        |
| Glossary  | 117        |
| Index of Tables and Graphs  | 122        |
| Alphabetical Index  | 123        |

## To the Premier The Hon Kristina Keneally MP

The Hon Kristina Keneally MP  
Premier  
Level 40 Governor Macquarie Tower  
1 Farrer Place  
SYDNEY NSW 2000

29 October 2010

Dear Premier

I have pleasure in submitting for your presentation to both Houses of Parliament the Annual Report and Financial Statements of the NSW Electoral Commission (NSWEC).

The activities of the NSWEC for the year ended 30 June 2010 are reviewed in this report. The report has been prepared in accordance with the requirements of the *Annual Report (Departments) Act 1985* and the *Public Finance and Audit Act 1983*.

Yours sincerely



Colin Barry  
Electoral Commissioner

## About us

The New South Wales Electoral Commission (NSWEC) is an independent statutory body which provides electoral services to the people of NSW.

Our key functions are to:

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

*Right: Voting at the Antarctic.*

## I Overview

|                                   |    |
|-----------------------------------|----|
| Electoral Commissioner's Overview | 4  |
| 2009/10 at a Glance               | 6  |
| Our Services                      | 9  |
| Organisational Overview           | 12 |
| Corporate Governance Overview     | 13 |
| Performance Overview              | 14 |





## Electoral Commissioner's Overview



I am pleased to present the New South Wales Electoral Commission's Annual Report for 2009/10.

The 2009/10 year was a busy and productive time for the NSWEC. The NSWEC conducted one State by-election, 15 Local Government by-elections, one Local

Government election and commenced the challenging task of preparing for the NSW State Election 2011.

In the midst of all of these activities the NSWEC participated in two inquiries undertaken by the Joint Standing Committee on Electoral Matters of the NSW Parliament and, as required by legislation passed by the NSW Parliament, produced a report on the feasibility of iVoting. The report was provided to the Premier within the required timeframe. The NSWEC also adopted the requirements of the NSW Treasury policy on audit and risk management whereby the independent membership of the NSWEC's Audit and Risk Committee increased and the NSWEC introduced a robust risk management policy and procedures framework compliant with AS/NZ Risk Management Standard 31000:2009.

The NSWEC conducted the Penrith State By-election in June 2010, nine months ahead of the NSW State Election 2011, which provided an opportunity to trial new procedures planned for the 2011 election. Using data from the Penrith State By-election, the NSWEC tested the potential impact for enrolment, and indirectly for participation, of the still to be proclaimed *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009*. \*This legislation enables the NSWEC to use information from trusted public sector agencies to automatically enrol, re-enrol or update eligible electors' addresses. The need for a new approach to enrolment has become pressing as significant numbers of eligible NSW voters are not included on the current roll maintained by the Australian Electoral Commission. The SmartRoll project addresses this problem by delivering for NSW a more up-to-date, accurate and comprehensive roll for upcoming elections than is currently supplied by the Australian Electoral Commission.

The results of the test of the capacity of SmartRoll indicate that, at any time in NSW, around 350,000 to 400,000 electors (approximately 9% of the NSW electoral roll) are not enrolled at their current place of residence. Full

use of the provisions of the legislation have the potential to markedly increase enrolment and reduce the voting difficulties that many electors face when changing address.

Another emphasis of the NSWEC during 2009/10 was to more actively seek feedback from the public. At the Penrith State By-election for example, the NSWEC assessed the satisfaction of voters with the services provided by the NSWEC, and sought feedback on how electors prefer to receive information on electoral events. The results revealed that the service received by voters was very well regarded, as was the NSWEC in conducting an impartial election. These survey results compared very well to those of other jurisdictions and will also be reported as part of the State and Territory Electoral Commissioners' comparative performance measurement project.

Delivering efficient, accurate and trusted elections according to electoral legislation relies heavily upon the capability of the NSWEC's staff. Over the course of the year, all senior NSWEC staff gained the experience of running a polling place and observing first hand the initiatives being trialled for the 2011 election.

The participation and informality rates for the Penrith State By-election were 86.8% and 3.2% respectively. These figures fell within the range for the four State by-elections held in 2008 where the participation rates ranged from 80.4% to 88.2%. The informality rates for these same four by-elections ranged from 1.8% to 4.1%.

The NSWEC also actively participated in the national bodies concerned with improving electoral administration. These were the Electoral Council of Australia (ECA) and the State and Territories Electoral Commissioners (STEC) meetings. After many years leading the STEC, I stepped down from the role of Chair. During this period the NSWEC had been instrumental in instigating positive changes in the electoral process.

I would like to thank our experienced, knowledgeable and dedicated staff at the NSWEC for their outstanding contributions this year and I look forward to meeting the challenges of the coming year.

Colin Barry  
Electoral Commissioner

29 October 2010

## 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.

This annual report summarises the key activities of the NSW Electoral Commission (NSWEC) for 2009/10



Penrith State By-election—counting ballot papers.

\*Note: The *Parliamentary Elections and Electorate Amendment (Automatic Enrolment) Act 2009* was proclaimed on 24 September 2010.

## 2009/10 at a Glance

### Conduct of Elections

The NSWEC conducted:

- **1** State by-election
- **15** Local Government by-elections
- **1** Local Government referendum
- **1** Local Government election
- **16** registered club elections
- **22** statutory board and industrial ballots

Managed **139** polling places

Assisted electors cast **158,441** votes

**0** court challenges to election results

**80** individual and sub projects for the NSW State Election 2011 on track

**5** new political parties registered

**86.8%** of the enrolled population voted in the Penrith State By-election

**78%** of electors very satisfied with election services at Penrith State By-election

**93%** electors felt that Penrith State By-election was conducted impartially and without bias

**14,222** non-voter penalty notices issued

### Electoral Roll Management

**4.554** million electors enrolled in NSW as at 30 June 2010

**79%** young eligible citizens (aged 18-25) enrolled as at 30 June 2010

**90.8%** all eligible citizens enrolled as at 30 June 2010

New SmartRoll legislation was assented by Parliament on **28/04/10**

### Communications and Public Awareness

Average participation rate for Local Government by-elections **80.4%**

**190,000** election information brochures sent to NSW households

**274,535** visitors to the NSWEC website

### Organisational Development and Innovation

NSWEC employed **779** temporary election staff

Head office staff numbered **36**

**93** Returning Officers recruited for the NSW State Election 2011

**1** report on the feasibility of providing iVote electronic voting produced

Set up Programme for the **NSW State Election 2011**

## 2009/10 at a Glance

### Finance

Total revenues of **\$1.138m**.

Total expenditure **\$20.316m**.

The NSWEC's initial 2009/10 capital appropriation was **\$5.974m**.

The NSWEC's initial 2009/10 recurrent consolidated fund allocation was **\$15.137m**.

Additional funds were provided for the NSW State Election 2011 of **\$1.5m**, and **\$0.262m** for Election Funding Authority.

Supplementary capital expenditure funds were provided for the SmartRoll of **\$6.3m**.

The net cost of services for the year ending 30 June 2010 was **\$19.193m**. This was under budget by **\$0.583m**.

The budget provided by NSW Treasury for the Penrith State By-election was **\$370,000**. The expenditure in the 2009/10 financial year for the Penrith State By election was **\$382,000**, a **3.24%** variation.

The total cost of conducting the 15 Local Government by-elections and 1 Local Government election during 2009/10 was **\$662,205**.

The budget provided by Treasury for the NSW State Election 2011 in 2009/10 was **\$4.102m** and the actual expenditure was **\$3.620m**, an **11.8%** variation.

### Future Directions

**SmartRoll** enrolment pilot trials

Recruitment and training of **election officials and support staff** for the NSW State Election 2011

New NSWEC website

Conduct of the **NSW State Election on 26 March 2011**

2011 SGE review and analysis

Planning for **Local Government elections in 2012**

## 2009/10 at a Glance

**Table 1:** At a Glance—Summary of Major Activity for the NSWEC 2005 to 2010.

|  | 2005/06 | 2006/07                | 2007/08 | 2008/09                | 2009/10               |
|--|---------|------------------------|---------|------------------------|-----------------------|
| <b>Service Delivery</b>  |         |                        |         |                        |                       |
| Electors enrolled as at 30 June  | 4.3m    | 4.4m                   | 4.527m  | 4.556m                 | 4.554m                |
| State General Elections conducted  | –       | 1                      | –       | –                      | –                     |
| State by-elections conducted   | 4       | –                      | –       | 4                      | 1                     |
| Local Government elections conducted (including referenda and polls)               | –       | –                      | –       | 332                    | 1                     |
| Local Government by-elections conducted  | 15      | 14                     | –       | 11                     | 15                    |
| Registered club elections conducted  | 36      | 22                     | 19      | 15                     | 16                    |
| Statutory board and industrial ballots conducted and enterprise agreements managed | 41      | 36                     | 38      | 30                     | 22                    |
| <b>Resources</b>   |         |                        |         |                        |                       |
| Staff numbers as at 30 June (permanent)  | 33      | 33                     | 38      | 36                     | 36                    |
| Temporary election staff   |         | 19,089                 |         | 13,684                 | 779                   |
| <b>Finance</b>   |         |                        |         |                        |                       |
| Total expenditure  | \$12.8m | \$53.2m <sup>(d)</sup> | \$17.6m | \$39.3m <sup>(c)</sup> | \$20.3m               |
| Cost of election per elector   | –       | –                      | –       | \$5.71 <sup>(b)</sup>  | \$8.23 <sup>(a)</sup> |

Notes:

- a) Cost of election per elector figure relates to Penrith State By-election
- b) Cost of election per elector figure relates to the cost of the 2008 Local Government Elections
- c) 2008/09 financial year's budget included expenditure for the 2008 Local Government Elections
- d) 2006/07 financial year's budget included expenditure for the 2007 State General Election

## Our Services



### Services to the people and electors of NSW

- Local Government and State elections
- enrolment services
- public education programmes and services
- publications and maps
- pre-poll voting centres
- declared institution voting
- postal voting
- interstate and overseas voting
- Antarctic voting
- voting at sea
- election day voting
- special voting assistance for remote, multilingual, Aboriginal and electors with disabilities
- elector enquiry centre
- telephone interpreting service
- virtual tally room
- website
- reports on elections
- feedback mechanisms



### Services to registered political parties and candidates

- information and education
- register of political parties
- nominations
- handbooks and publications
- forms and maps
- provision of electoral rolls
- electoral material registration services
- information seminars
- results services
- scrutineer handbooks
- information seminars
- election debriefs
- political party registrations
- candidate registration





### Services to Local Government councils

- management of Local Government elections and by-elections
- council visits programme
- residential rolls
- ballot papers
- reports on the elections
- council information help desk
- mobile pre-poll voting for remote areas
- council information seminars
- specialised website page for council elections and results
- assistance with ward boundary changes
- Returning Officers
- election information brochure
- IT infrastructure support
- services to media
- services to Parliament



### Services to clubs, statutory bodies and industrial organisations

- management of club elections and industrial ballots
- production of ballot papers
- advertising
- website facilities
- postal or in person voting
- posters and envelopes
- results notification
- candidate summaries
- publications



### Services to the media

- Electoral Commissioner interviews
- media releases
- media information kit
- electronic results transmission
- website information



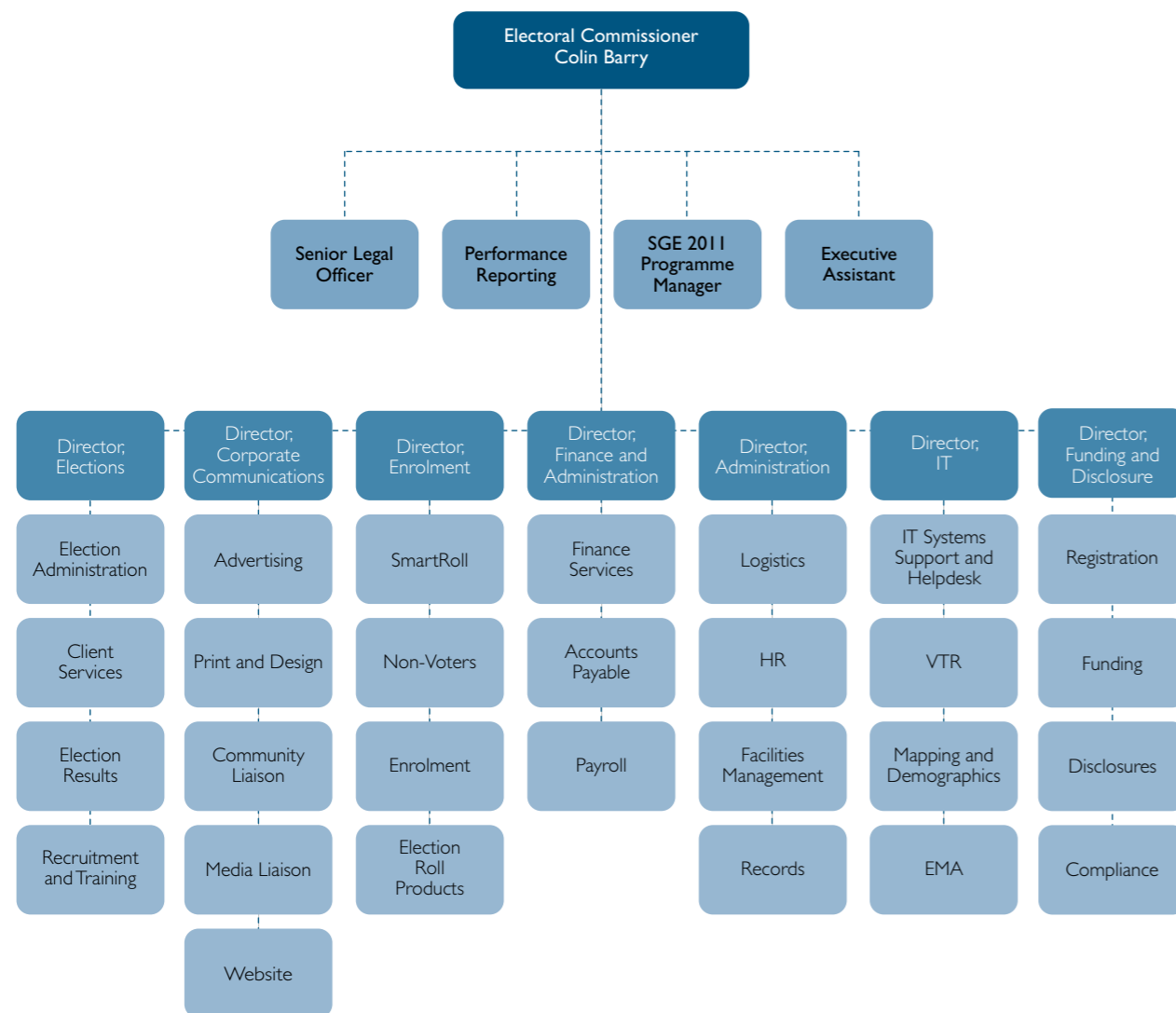
### Services to the Parliament of NSW

- reports on elections and by-elections
- responses to inquiries into elections
- compliance reporting
- advice to the Premier on issues affecting the conduct of State General elections



## Organisational Overview

The NSWEC has a seven branch structure focusing on its core business – Elections, Enrolment, Corporate Communications, Administration (HR), Finance and Administration, Information Technology and Funding and Disclosure. The Funding and Disclosure Branch provides administrative support to the Election Funding Authority. In addition the NSWEC is supported by a legal services team, performance reporting team and Programme Manager for the NSW State Election 2011.



## Corporate Governance Overview

The NSW Electoral Commission is an independent statutory authority established under the *Parliamentary Electorates and Elections Act 1912* to conduct State, Local Government and certain statutory elections.

### Electoral Commissioner

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

### Management Committee

The NSWEC Management Committee, which includes the Electoral Commissioner, Branch Directors and the Senior Legal Officer, directs strategic activities and monitors performance.

### SGE 2011 Programme Board

The Programme Board directs and monitors the scope, objectives, budgets, costs and deliverables of the NSW State Election 2011. The Programme Board consists of the Electoral Commissioner, the SGE 2011 Programme Manager, NSWEC Branch Directors and the Senior Legal Officer.



From left: Colin Barry, Brian DeCelis, Linda Franklin, Trevor Follett, Ian Brightwell and Sonja Hewison

#### Colin Barry

##### Electoral Commissioner

(From 1 July 2004 – 30 June 2010)

#### Brian DeCelis

##### Director, Funding and Disclosure Branch

(Acting from 1 October 2008 – 18 October 2009. Permanent appointment from 19 October 2009 – 30 June 2010)

#### Linda Franklin

##### Director, Elections Branch

(Acting from 9 February 2009 – 11 April 2010. Permanent appointment from 12 April 2010 – 30 June 2010)

#### Marie Swain

##### Director, Corporate Communications Branch

(From 9 February 2009 – 30 June 2010)

#### Trevor Follett

##### Director, Finance and Administration Branch

(From 19 October 2005 – 30 June 2010)

#### Paul Beeren

##### Director, Enrolment

(From 3 August 2009 – 30 June 2010)

#### Ian Brightwell

##### Director, Information Technology Branch

(From 1 July 2005 – 30 June 2010)

#### Greg Brandtman

##### Director, Administration

(Temporary position, from 20 April 2010 – 30 June 2010)

#### Sonja Hewison

##### Senior Legal Officer

(From 15 December 2008 – 30 June 2010)

## Performance Overview

The NSWEC is committed to service delivery improvement and an open and transparent performance reporting framework. Continuous monitoring, evaluation and reporting of performance indicators are key components of this commitment. The NSWEC reports on a range of performance measures relating to the NSW State Plan, the NSWEC 2008-2011 Corporate Plan and the Results and Services Plan.

The tables over the page report NSWEC performance indicators against the key indicators and key result areas of the NSWEC 2008-2011 Corporate Plan. As the NSWEC conducts major state wide election events on a four year cycle, results from year to year vary. In 2009/10 there were no major state wide elections conducted, hence many of the corporate plan performance indicators are not applicable for this reporting year.

The notes accompanying the tables provide detail on individual indicators.

### Results and Services Plan

The Results and Services Plan is a performance management tool compiled under NSW Treasury guidelines which links our strategic priorities to our operational outcomes.

The NSWEC's Results and Services Plan contains a set of core results used for managing and reporting our service delivery to the NSW Parliament and the Government and are linked to three core outcomes. These are:

- elections are conducted impartially and in accordance with the law;
- citizens who are eligible to enrol are on the electoral roll; and
- voter participation is maximised and informal votes minimised.

### NSWEC 2008–2011 Corporate Plan

The NSWEC's Corporate Plan 2008-2011 provides the basis for the measures in the NSWEC's Results and Services Plan but also includes targets for performance.

Results indicators measure trends relevant to the health of the overall electoral system but for which the NSWEC cannot be held solely responsible. Many stakeholders contribute to the overall health and functioning of the NSW electoral system: the community at large, parties and candidates all have major roles to play in making the system impartial and fair. Nevertheless the NSWEC monitors these indicators and works with our stakeholders to provide the foundations for an impartial, trusted electoral system in NSW.

Key Results Areas set out the NSWEC's operational service outcomes, service measures and strategies in:

- conduct of elections;
- electoral roll management;
- communication and public awareness; and
- organisational development and innovation.



Election night – counting votes.

## Performance Overview

### NSWEC Corporate Plan Result Indicators and Outcomes

| Results Indicators  | Target | 2008/09              | 2009/10              |
|---|--------|----------------------|----------------------|
| <b>Elections are conducted impartially and in accordance with the law</b> |        |                      |                      |
| Number of successful court challenges to election results                 | 0      | 0 <sup>(c)</sup>     | 0 <sup>(a)</sup>     |
| Electoral Commissioner's discretion to require recounts                   | 0      | 2 <sup>(c)</sup>     | 0 <sup>(a)</sup>     |
| <b>Citizens who are eligible to enrol are on the electoral roll</b>       |        |                      |                      |
| % young eligible citizens (18-25 years) enrolled                          | 98%    | 79.8%                | 79% <sup>(b)</sup>   |
| % all eligible citizens enrolled  | 95%    | 94%                  | 90.8% <sup>(b)</sup> |
| <b>Voter participation is maximised and informal votes minimised</b>      |        |                      |                      |
| % of eligible population enrolled who voted                               | 95%    | 83.4% <sup>(c)</sup> | 86.8% <sup>(a)</sup> |
| % of informal votes   | <3%    | 7.1% <sup>(c)</sup>  | 3.2% <sup>(a)</sup>  |
| % penalties for failure to vote notices as a % of the roll                | <4%    | 9.2% <sup>(c)</sup>  | 9.28% <sup>(a)</sup> |

Notes:

(a) Penrith State By-election 2010

(b) Figures provided by the AEC as of 30 June 2010

(c) 2008 Local Government Elections

### NSWEC Corporate Plan Key Result Areas and Outcomes

| Corporate Plan Measures   | Target    | 2008/09   | 2009/10             |
|---|-----------|---|---------------------|
| <b>Key Result Area 1: Conduct of elections – See pages 18–32</b>  |           |   |                     |
| % polling places where provisional first preferences are counted for the Legislative Assembly and Local Government elections on election night.                           | 100%      | 100% <sup>(f)</sup>   | 100% <sup>(a)</sup> |
| Variance rates between count of votes and recount if any.   | <10 votes | 2 recounts<br>1 variation –<br>6 votes <sup>(f)</sup>   | Nil <sup>(a)</sup>  |
| Establish baseline measure of community members' satisfaction with the NSWEC's services in enabling them to vote.   | N/A       | 74.4% <sup>(f)</sup>  | 89% <sup>(a)</sup>  |
| Establish a baseline measure of the satisfaction of registered political parties with registration, continued registration and nomination services provided by the NSWEC. | N/A       | 78.5% <sup>(f)</sup>  | N/A <sup>(b)</sup>  |
| Establish a baseline measure of the community's, the media's and registered political parties' satisfaction with the timeliness and accuracy of results.                  | N/A       | Accuracy of results: 94.1%<br>General Managers<br>Timeliness of results:<br>51.9% General Managers,<br>80.8% media and<br>70.5% candidates <sup>(f)</sup> | N/A <sup>(b)</sup>  |
| <b>Key Result Area 2: Electoral roll management – See pages 34–39</b>   |           |   |                     |
| % of voters' addresses correctly coded to electorates (Target = 100%).  | 100%      | 99.99% <sup>(f)</sup>   | N/A <sup>(a)</sup>  |



## Performance Overview

| Corporate Plan Measures   | Target                     | 2008/09               | 2009/10               |
|---|----------------------------|-----------------------|-----------------------|
| <b>Key Result Area 3: Communication and public awareness – See pages 40–47</b>  |                            |                       |                       |
| Establish baseline measure of the percentage of surveyed community members who are enrolled to vote.                  | N/A                        | 99.4% <sup>(f)</sup>  | N/A <sup>(b)</sup>    |
| Percentage of electors aware of the NSWEC's information campaign.   | 75%                        | 65.8% <sup>(f)</sup>  | N/A <sup>(b)</sup>    |
| Report on conduct of elections to be completed.   | 6 months from election day | Yes                   | N/A                   |
| <b>Key Result Area 4: Organisational development and innovation – See pages 48–56</b>                                 |                            |                       |                       |
| Average training per staff member   | 3 days                     | 3.7 days              | 4 days                |
| % of variation from budget for State and Local Government elections.  | +/- 2% from budget         | -16.9% <sup>(f)</sup> | + 3.2% <sup>(a)</sup> |
| % costs recovered for Local Government elections  | 95%                        | 100% <sup>(f)</sup>   | 100% <sup>(e)</sup>   |
| Establish NSWEC's costs per elector and commence comparison with other jurisdictions and previous years' performance. | N/A                        | \$5.71 <sup>(f)</sup> | \$8.23 <sup>(a)</sup> |
| IT business failures.   | 0                          | 0                     | 1 <sup>(d)</sup>      |
| % of Commissions expenditure on corporate overheads meets accepted range.   | 8% – 39%                   | yes                   | 26%                   |
| % annual growth in new business revenue.  | 5%                         | 0.13%                 | -17%                  |

### Notes:

- a) 2010 Penrith State By-election
- b) Surveys were not conducted about this topic for State or Local Government by-elections in 2009/10
- c) Data is not collected for State or Local Government by-elections
- d) In November 2009 due to a building air conditioning malfunction the Kent Street office servers were unavailable for half a day
- e) On invoices issued in 2009/10 for Local Government by-elections
- f) 2008 Local Government Elections

## 2 Review of Operations and Activities

|   |    |
|---|----|
| Conduct of Elections                      | 18 |
| Electoral Roll Management                 | 33 |
| Communication and Public Awareness        | 40 |
| Organisational Development and Innovation | 48 |

# Conduct of Elections

## Objectives

- People are able to exercise their democratic right to vote
- Votes are counted accurately and in a timely manner

## Performance Summary

- 1 Local Government election
- 15 Local Government by-elections
- 1 State by-election
- 38 club and statutory elections
- 78% voters very satisfied with voting experience at the Penrith State By-election
- No court challenges to results
- Results available within statutory timeframe

## Future Directions

- Candidate nominations for SGE 2011
- Recruitment of election officials for SGE 2011
- NSW State Election 2011 on 26 March 2011
- SGE 2011 post election analysis
- Planning for LGE 2012

In 2009/10 the NSWEC successfully conducted 15 Local Government by-elections and one Local Government election, one State by-election and 38 elections for clubs, statutory boards and industrial organisations. The NSWEC also provided assistance to six interstate electoral authorities by providing voting services for interstate electors in NSW during interstate elections.

## Conduct of Broken Hill City Council Election

On Saturday, 5 December 2009 the NSWEC successfully conducted the Broken Hill City Council Election. The council had been under administration since 10 January 2007.

The electoral roll closed at 6pm on Monday, 26 October 2009. Pre-polling for Broken Hill commenced on Monday, 23 November 2009.

Postal voting was available to electors unable to attend a polling place. Applications were required to be received by Monday, 30 November 2009 with postal vote ballot papers due back to the Returning Officer by 6pm Monday, 7 December 2009 in order to be included in the count.

The NSWEC issued a total of 2,855 pre-poll and 284 postal votes by close of business on 4 December 2009. The NSWEC counted a total of 10,738 ordinary votes on election night 5 December 2009 and counting and rechecking of votes continued until 8 December 2009. The poll was declared on 9 December 2009 and the Writ returned on 9 December 2009.

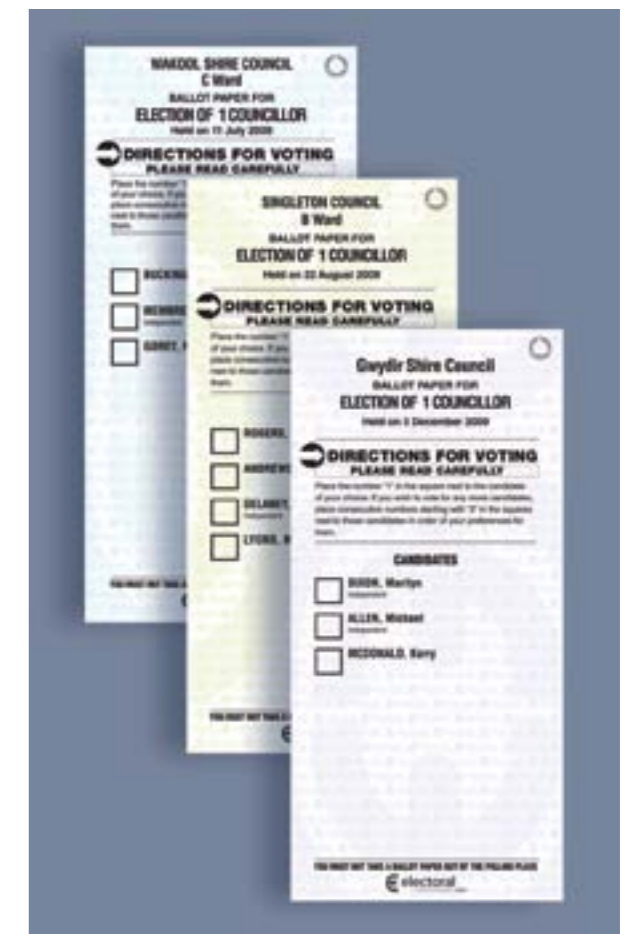
**Table 2: Enrolment and Voting Statistics for Broken Hill City Council Election in 2009**

| Broken Hill          | Mayor  | Councillors |
|----------------------|--------|-------------|
| Enrolment            | 13,686 | 13,686      |
| Formal Votes         | 11,139 | 9,996       |
| Informal Votes       | 639    | 1,831       |
| Total Votes          | 11,778 | 11,827      |
| Participation %      | 86.1%  | 86.4%       |
| Number of Candidates | 11     | 30          |
| Positions Vacant     | 1      | 9           |

## Conduct of Local Government By-elections

During the reporting year the NSWEC successfully conducted 15 Local Government by-elections and one Local Government Referendum. They were:

- Gwydir Shire Council (11 July 2009)
- Wakool Shire Council – C Ward (11 July 2009)
- Singleton Council – B Ward (22 August 2009)
- Gwydir Shire Council (5 December 2009)
- Wentworth Shire Council (5 December 2009)
- Bega Valley Shire Council (5 December 2009)
- Leeton Shire Council – A Ward (13 February 2010)
- Leeton Shire Council – Referendum (13 February 2010)
- Gundagai Shire Council (13 February 2010)
- Central Darling Shire Council – C Ward (13 February 2010)
- Bourke Shire Council (8 May 2010)
- Urana Shire Council – A Ward (8 May 2010)
- Cooma Monaro Shire Council (19 June 2010)
- Mid-Western Regional Council (19 June 2010)
- Port Stephens Council – West Ward (19 June 2010)
- Hawkesbury City Council (19 June 2010)



Ballot papers Wakool, Singleton and Gwydir Local Government By-elections.



**Table 3:** Local Government By-elections Conducted in 2009/10

| Council/Ward                           | Election Date    | Positions Vacant | No. of Nominations | Number NSW Electors Enrolled | Participation Rate (%) |
|--|------------------|------------------|--------------------|------------------------------|------------------------|
| Gwydir Shire Council                   | 11 July 2009     | 1                | 4                  | 3,867                        | 84.1                   |
| Wakool Shire Council – C Ward          | 11 July 2009     | 1                | 3                  | 1,034                        | 81.3                   |
| Singleton Council – B Ward             | 22 August 2009   | 1                | 4                  | 4,768                        | 71.8                   |
| Gwydir Shire Council                   | 5 December 2009  | 1                | 3                  | 3,836                        | 83.4                   |
| Wentworth Shire Council                | 5 December 2009  | 1                | 3                  | 4,137                        | 81.1                   |
| Bega Valley Shire Council              | 5 December 2009  | 1                | 4                  | 23,278                       | 82.0                   |
| Leeton Shire Council – A Ward          | 13 February 2010 | 1                | 8                  | 2,370                        | 83.3                   |
| Gundagai Shire Council                 | 13 February 2010 | 1                | 5                  | 2,682                        | 88.3                   |
| Central Darling Shire Council – C Ward | 13 February 2010 | 1                | 3                  | 347                          | 76.7                   |
| Bourke Shire Council                   | 8 May 2010       | 1                | 2                  | 1,658                        | 73.0                   |
| Urana Shire Council – A Ward           | 8 May 2010       | 1                | 1                  | Uncontested                  | –                      |
| Cooma Monaro Shire Council             | 19 June 2010     | 1                | 3                  | 6,870                        | 78.8                   |
| Mid-Western Regional Council           | 19 June 2010     | 1                | 7                  | 15,108                       | 82.3                   |
| Port Stephens Council – West Ward      | 19 June 2010     | 1                | 7                  | 14,367                       | 77.4                   |
| Hawkesbury City Council                | 19 June 2010     | 1                | 5                  | 41,565                       | 80.5                   |

**Table 4:** Leeton Shire Council Referendum Results

| Council/Ward                      | Election Date    | Yes   | No    | Number NSW Electors Enrolled | Participation Rate (%) |
|-----------------------------------|------------------|-------|-------|------------------------------|------------------------|
| Leeton Shire Council – Referendum | 13 February 2010 | 4,372 | 1,405 | 7,254                        | 81.5%                  |

## Case Study: Port Stephens Council By-election

Port Stephens Council is a Local Government area in the Hunter Region of NSW located just north of Newcastle. It is divided into three wards of four councillors each.

The NSWEC conducted the by-election for West Ward on Saturday, June 19 2010, to elect one councillor due to the resignation of former councillor Daniel Maher.

The NSWEC conducted a seminar for potential election candidates about the obligations and responsibilities of candidates in a Local Government election at the Port Stephens Council office on 6 May.

A total of seven candidates contested the by-election.

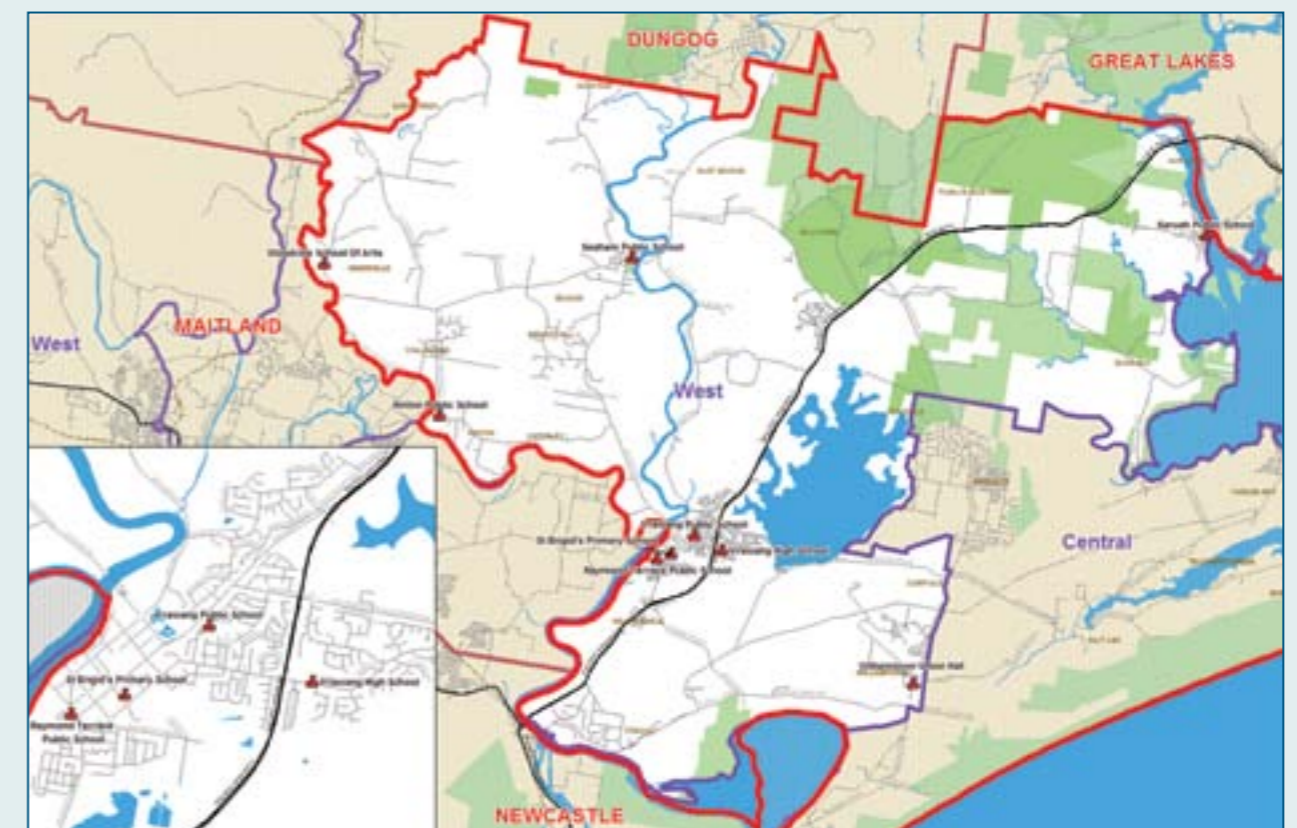
Postal voting services and a pre-poll venue were available for those voters who could not attend a polling place on election day. For those who could attend, nine polling places were provided in West Ward.

At close of rolls on 10 May, the number of electors in the West Ward was 14,367. Of these, 11,119 or 77.4% of eligible electors in the Port Stephens area voted, however 6.3% (698) of these votes were informal.

The votes were counted at polling places on election night (Saturday, 19 June 2010) and a check count conducted at the Returning Officer's office on Sunday, 20 June 2010.

Early results found three of the seven candidates polled very closely. Election night results indicated less than 1 per cent of the vote stood among Independent candidates Caroline De Lyall (25.5%) and Paul Le Mottee (24.7%) and former councillor Josh Hodges (25%).

The NSWEC conducted the preferential count on Tuesday, 22 June 2010, and Caroline DE LYALL was declared elected on Wednesday, 23 June 2010.



Map of Port Stephens Council.

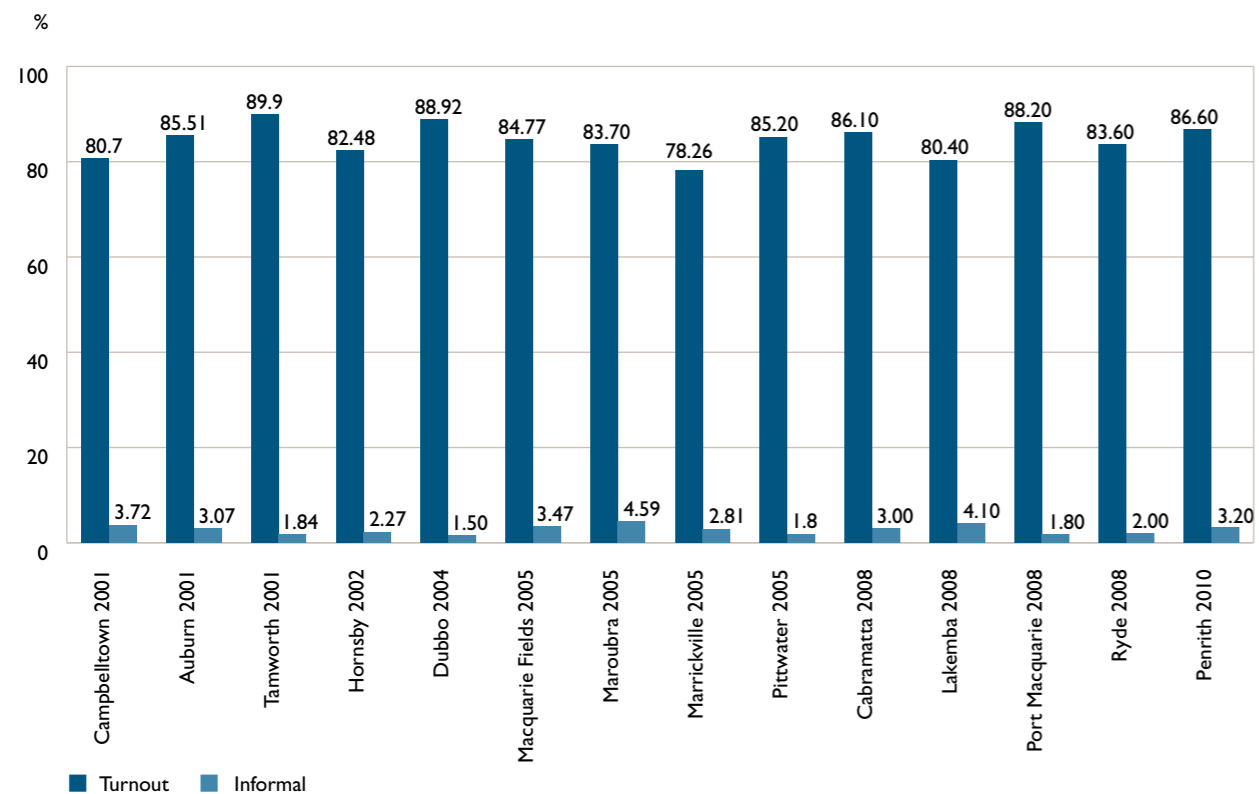
## Conduct of Penrith State By-election

On Saturday, 19 June 2010 the NSWEC successfully conducted the Penrith State By-election following the resignation of the Hon. Karyn Lesley Paluzzano.

The Writ for Penrith was issued on Monday, 24 May 2010 and the electoral roll closed at 6pm on the same day. Pre-polling for Penrith commenced on Monday, 31 May 2010.

The NSWEC provided postal voting services and a pre-poll venue for electors unable to attend a polling place on election day. Applications for postal votes closed on 15 June and postal vote ballot papers were due back to the Returning Officer by 6pm 23 June in order to be included in the count.

The NSWEC issued a total of 2,774 pre-poll and 2,646 postal votes by close of business on 18 June 2010. Election officials counted a total of 34,784 ordinary votes on election night and counting and rechecking of votes continued until 22 June 2010. The Electoral Commissioner declared the poll on 23 June 2010 and returned the Writ on 23 June 2010.



Graph 1: Voter Turnout and Informal Votes at State By-elections 2001–2010 (%)

Table 5: Enrolment and Voting Statistics for Penrith State By-election in 2010

| Penrith         |        |
|-----------------|--------|
| Enrolment       | 46,304 |
| Formal Votes    | 38,556 |
| Informal Votes  | 1,282  |
| Total Votes     | 39,838 |
| Participation % | 86.8%  |
| Informality %   | 3.2%   |

## Performance Analysis

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

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

Results Indicators set out in the NSWEC 2008-2011 Corporate Plan to measure whether elections are conducted impartially and in accordance with the law demonstrated a robust democratic system with no court challenges to any Local Government or State by-election results (target 0) and no recounts required (target 0).

Of the targets set in the NSWEC 2008-2011 Corporate Plan based on conduct of elections, 100% of polling places at the Penrith State By-election and Local Government by-elections had counted their provisional first preferences on election night (target 100%) and there were no variances between the first count of votes and any recounts.

Participation rates at Local Government by-elections are generally lower than for State elections or Local Government elections.

Informality rates for Local Government by-elections ranged from 0.8% (7 votes, Wakool Shire Council) to 6.3% (698 votes, Port Stephens Council). Appendix 2 lists the number of formal and informal votes received for each Local Government by-election.

The average participation rate for all Local Government by-elections conducted during the year was 80.4%, 3.4% less than the percentage of the enrolled electors who voted in the 2008 Local Government Elections.

Of the Local Government by-elections conducted, Gundagai (88.3%), Gwydir (84.1%) and Leeton (83.3%) Shire Councils had the highest participation rate while Singleton (71.8%), Bourke (73%) and Central Darling Shire (76.7%) had the lowest participation rates.

Historically State by-election voting participation rates are lower than for a full State election. The participation rate at the Penrith State By-election was 86.8%, lower than the participation rate for the Penrith Electoral District in the 2007 State Election (93.7%) and lower than the NSWEC corporate target of 95%.

The informality rate at the Penrith State By-election of 3.2% was slightly higher than for the 2007 State Election at 2.7%.

## Stakeholder Satisfaction

As part of the election service, the NSWEC surveyed voters at the Penrith State By-election about their voting experience. Results from the survey show that satisfaction with the overall voting experience was very high with almost four out of five voters (78%) indicating they were very satisfied and just 3% indicating they were dissatisfied or very dissatisfied with services received.

*The overall voting experience at the Penrith State By-election was very high with almost four out of five voters (78%) indicating they were very satisfied and just 3% indicating they were dissatisfied or very dissatisfied with services received.*

*Pre-poll Penrith State By-election.*





Respondents were asked why they gave the response they did and analysis showed that two positive reasons clearly outweighed all others: That voting was quick (46%); and that it was easy and no problems were experienced (40%).

While very few voters reported being specifically dissatisfied with the overall experience, when dissatisfaction was reported the reasons given for this view included the inconvenience or dislike of voting in general (4%), being harassed by political party representatives outside the polling place (2%) and long waits or queues (2%).

Voters at the Penrith State By-election were largely happy with the length of time they spent overall to vote. Two-thirds (66%) of voters described the time as above satisfactory, whilst one-third described this as satisfactory. Just 2 per cent of voters participating in the survey described the time they spent as below satisfactory.

The NSWEC is required to provide secret ballots in a lawful and impartial manner. This is a key accountability of the NSWEC and the survey explicitly sought feedback on voters' perceptions of this attribute.

The overwhelming perception of voters participating in the survey was that the Penrith State By-election was conducted impartially and without bias (93%). Over one-third (37%) of respondents did not provide a reason why they felt this but of the reasons provided the most common were captured in the following statements: 'no one influenced me/spoke to me in a way to sway my vote/no pressure' (16%) and 'I have no reason to think otherwise/there were no indicators of bias' (15%). The reasons provided by the 4% of voters who did not believe the by-election was conducted impartially were too sporadic to quantify into themes.



Voter satisfaction survey at Penrith State By-election.

## Conduct of Elections for Clubs, Statutory Boards and Industrial Ballots

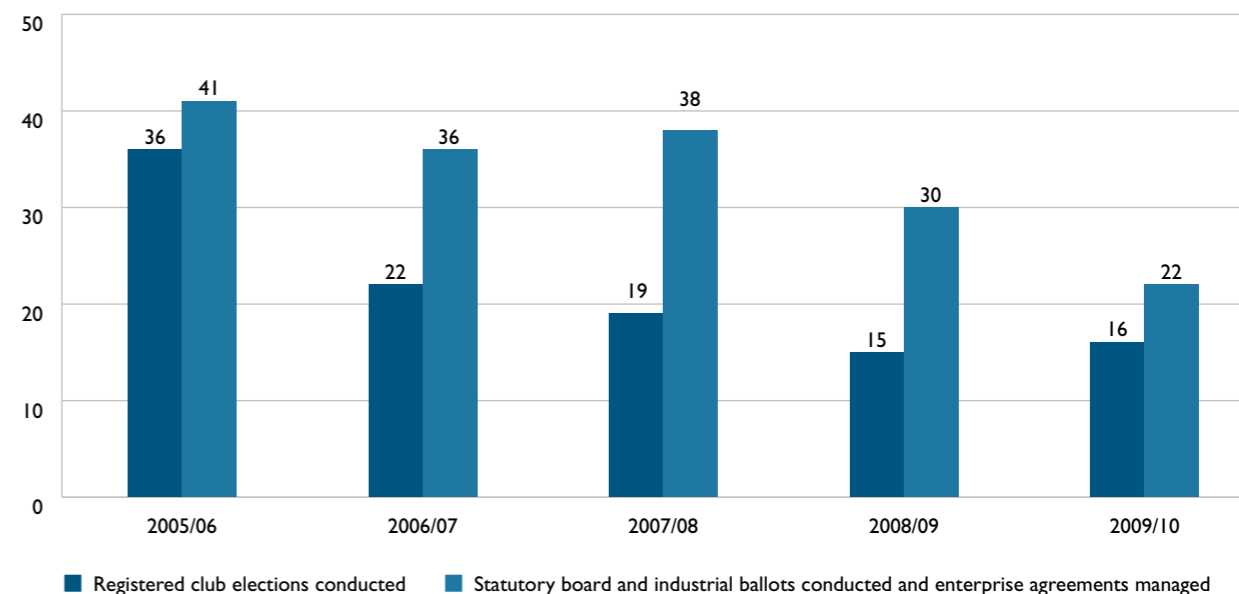
The NSWEC conducts elections for clubs, statutory boards, industrial organisations and commercial entities on a competitive fee for service arrangement.

Through a dedicated page on its website and special enquiry email address, the NSWEC advertises its range of services which includes conducting ballots by attendance or by post, printing of ballot papers, staff for voting venues, brochures and posters designed and printed, advertising and conducting the count.

In 2009/10 the NSWEC successfully conducted 38 elections.

The NSWEC's election clients included Returned Services Leagues Clubs (RSLs), bowling clubs, professional associations, committees, unions and industrial associations. Three new clients were among those who engaged the services of the NSWEC this year.

The numbers of voters in these elections ranged from 10 to 18,000.



Graph 2: Club, Statutory Board and Industrial Organisation Elections Conducted 2005–2010

The NSWEC conducted all elections for club, industrial or commercial entities in 2009/10 within the relevant statutory regulations and by-laws and within the given timeframes. There were no challenges to results and no recounts required.

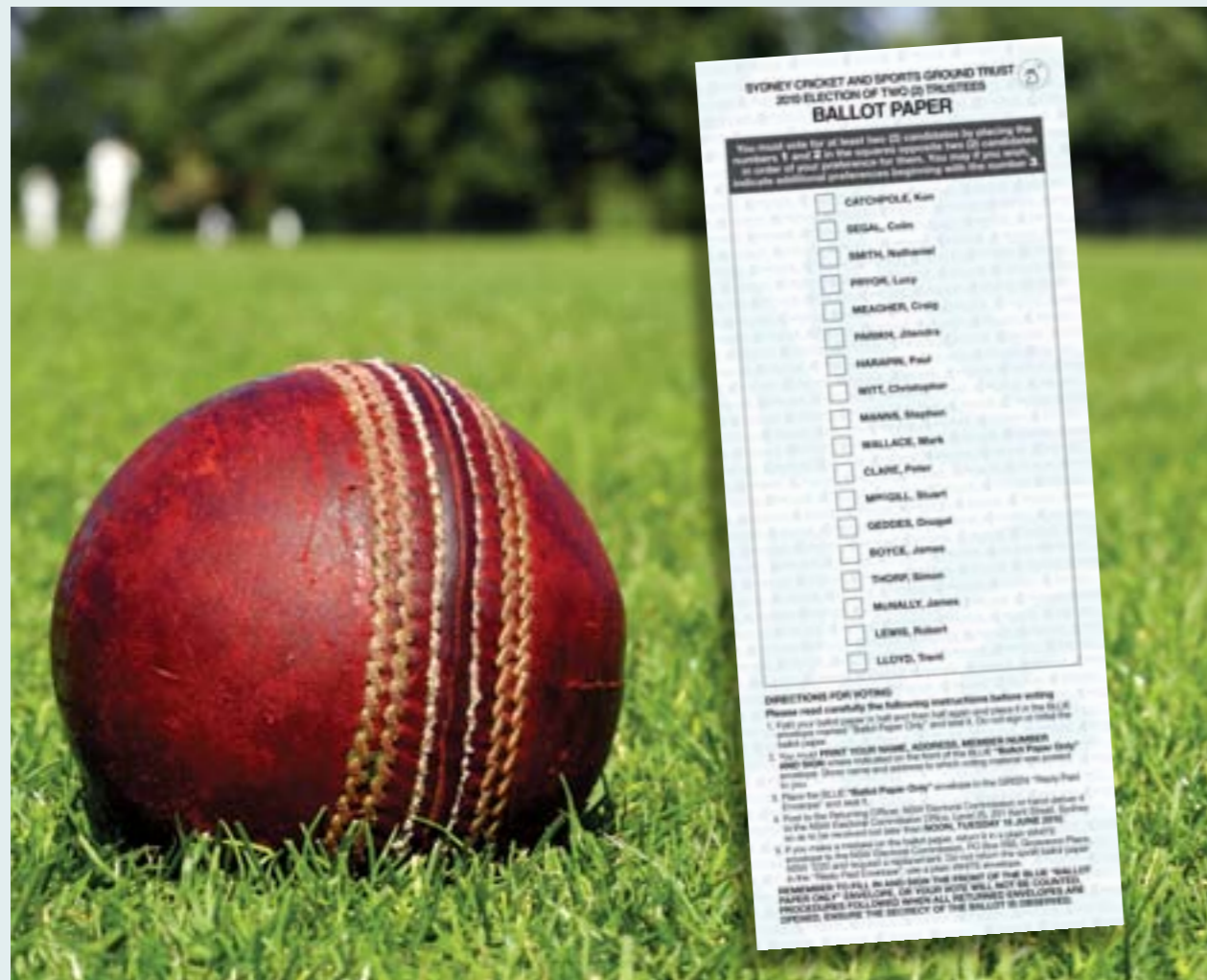
During 2009/10 the NSWEC surveyed clients to assess their satisfaction and future needs. All clients who responded to the survey stated that they were happy with the service and would recommend the NSWEC to other clubs.

Despite this high satisfaction rate, demand for commercial elections has fallen slightly over the last few years, with 45 conducted last year, 57 in 2008 and 58 in 2007.

Full details of clubs, statutory boards, industrial organisation elections conducted by the NSWEC in 2009/10 appear in Appendix 1.



## Case Study – Sydney Cricket and Sports Ground Trust 2010 Election



The Sydney Cricket and Sports Ground Trust (popularly known as the Sydney Cricket Ground Trust) operates sporting facilities in Sydney, namely the Sydney Cricket Ground and Sydney Football Stadium at Moore Park in eastern Sydney.

Elections of Trustees by members of the SCG first commenced in 1925, with Mr MA Noble (a former test cricketer) the first member elected Trustee, followed by Dr H Evatt in 1940. Member elections were formally reinstated by new legislation in 1978.

The NSWEC successfully conducted an election for the SCG Trust for the appointment of two Trustees in June 2010.

Services provided to the SCG Trust included ballot papers, advertising and a dedicated website page on the NSWEC website.

Election notices were placed in the Sydney Morning Herald, the NSW Government Gazette and the SCG Trust newsletter.

18,000 SCG Trust members were notified of the election and the NSWEC recorded a 21.4% participation rate (3,787) with 41 informal votes.

The NSWEC conducted the count over two days on Tuesday 15 June and Wednesday 16 June 2010.

The poll was declared on Wednesday 16 June 2010 and the result published in the New South Wales Government Gazette No. 84, 25 June 2010.

Mr Ken Catchpole (20.6%) and Mr James McNally (13.8%) were elected to the Trust.

### Voting Services for Interstate Electors

The NSWEC provides a pre-poll service for interstate electors who are in NSW at the time of their election.

During the reporting year the NSWEC provided voting services for the following inter-jurisdictional elections:

For these interstate elections, the NSWEC provided a dedicated voting facility at its office at 201 Kent Street, Sydney.

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

**Table 6: Inter-jurisdictional Elections 2009/10**

| State/Territory   | Election  | Election Day     |
|-------------------|---|------------------|
| Tasmania          | Legislative Council By-election, Division of Pembroke | 1 August 2009    |
|                   | House of Assembly General Election                    | 20 March 2010    |
|                   | Division of Elwick Legislative Council Election       | 1 May 2010       |
| South Australia   | South Australian State Election                       | 20 March 2010    |
| Victoria          | Altona District State By-Election                     | 13 February 2010 |
| Western Australia | Willagee District State By-election                   | 28 November 2009 |



*Election day – Sydney Town Hall*



## Registration of Political Parties

Registration of Parties Under the *Parliamentary Electorates and Elections Act 1912* and the *Local Government Act 1993*

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

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

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

During the reporting year five new political parties were registered. They were:

- Building Australia Party (State registered party)
- Family First NSW Inc (State registered party)
- No Parking Metres Party (State registered party)
- Australian Protectionist Party (Local Government registered party)
- Democratic Labor Party (Local Government registered party)

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

State registered political parties as at 30 June 2010 were:

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

Local Government registered political parties as at 30 June 2010 were:

- Albury Citizens and Ratepayers Movement
- Australia First (Council Elections) Party
- Australian Business Party
- Australian Protectionist Party
- Bob Thompson's Independent Team
- Burwood Community Voice
- Central Coast First
- Clover Moore Independent Team
- Community Development "Environment" Save Campbelltown Koalas
- Democratic Labor Party
- Eurobodalla First
- Holroyd Independents
- Kogarah Residents' Association
- Liverpool Community Independents Team
- Lorraine Wearne Independents
- Manly Independents – Putting Residents First
- Our Sustainable Future
- Parramatta Better Local Government Party
- Residents Action Group for Auburn Area
- Residents First Woollahra
- Russell Matheson Community First Team
- Save Tuggerah Lakes
- Shire Watch Independents
- Shire Wide Action Group
- Shoalhaven Independents Group
- The Parramatta Independents
- Totally Locally Committed Party
- Wake Up Warringah
- Woodville Independents

## Cancellation of Parties' Registration

During the year no political party had their registration cancelled under the provisions of the *Parliamentary Electorates and Elections Act 1912*, while one political party had its registration cancelled under the provisions of the *Local Government Act 1993*. This was Local Government party Yvonne Bellamy Independents.

## New Online Registration System

The NSWEC has implemented an online Political Party Registration System (PPRS) to be used by parties making applications for registration and for the continued registration process.

The PPRS is a useful resource for political parties applying for registration, providing automatic validation of the details shown on member declarations against their enrolment details.

The PPRS came into use in September 2009 and all four parties making applications for registration from that date used the online system.

Similarly the majority of State registered political parties used the PPRS to process information required for their annual return for continued registration.

Further enhancements to the reporting functionality of the PPRS are planned in 2010/11.

## Review of Publications

The implementation of the PPRS, as well as amendments made to the *Parliamentary Electorates and Elections Act 1912* in April 2010, prompted a review of all the party registration handbooks and forms produced by the NSWEC.

The review also identified existing material that was capable of being combined into a party registration process for both State and Local Government elections, eliminating the duplication of forms and handbooks. The NSWEC's website was subsequently updated enabling parties to download publications.

## Compulsory Voting Enforcement

In NSW it is compulsory to vote and the NSWEC has an obligation under the *Local Government Act 1993* and the *Parliamentary Electorates and Elections Act 1912* to issue penalty notices to electors who fail to vote in State or Local Government elections or by-elections and who do not have a valid reason for not voting.

The process of identifying non-voters entails the NSWEC scanning the roll marked with the names of those electors who have voted to identify those who appear not to have been marked off the roll and not voted. Using this initial list, the NSWEC identifies those electors who are deceased, moved interstate or very elderly and those who provided an excuse for not voting. This process ensures that the issuing of penalty notices is targeted to those who appear not to have valid reasons as to why they did not vote.

The electoral legislation governs the enforcement of compulsory voting. The penalty for not voting in Local Government elections or by-elections is \$55, higher than the \$25 penalty for failure to vote in a State election or by-election. The State Debt Recovery Office forwards these revenues to the NSW Government's Consolidated Fund.

**Table 7: Non-voting Data for State and Local Government Elections and By-elections 2004–2010**

| Elections                 | Roll   | Non-voters | Excluded | Penalty Notices as % of Roll |
|---------------------------|--------|------------|----------|------------------------------|
| 2004 LGE                  | 4,090m | 456,791    | 83,857   | 9.1                          |
| 2007 SGE                  | 4,374m | 318,095    | 166,004  | 3.5                          |
| 2008 LGE                  | 4,544m | 672,794    | 274,345  | 8.8                          |
| 09/10 all LG by-elections | 89,163 | 25,260     | 7,086    | 15.3                         |
| Broken Hill LGE           | 13,686 | 1,813      | 820      | 7.26                         |
| Penrith SGE               | 46,304 | 6,385      | 2,090    | 9.28                         |

Across NSW a total of 25,260 electors failed to vote at Local Government by-elections in 2009/10. As of 30 June 2010 the NSWEC had issued 14,222 penalty notices to non-voters at Local Government by-elections and referred 1,526 to the State Debt Recovery Office (see Appendix 3).

At the Broken Hill City Council Election held on 5 December 2009, 1,813 electors failed to vote, representing 13.2% of the roll for that area. The NSWEC issued 993 penalty notices and referred 447 matters to the State Debt Recovery Office (see Appendix 3).

The number of electors who could vote in the Penrith State By-election but did not was 6,385 or 13.8% of the electoral roll for the Penrith Electoral District.

Of this group, 2,090 were excused from voting. Of these a significant proportion were elderly electors (632; 9.9%) followed by 'Religious Objector' (285; 4.5%); those who were 'Away Indefinitely' (28); 'Sick' (68) and 'Infirm' (7). Another 1,070 fell outside these categories.

On 23 July 2010, the NSWEC issued 4,295 penalty notices or 9.3% of the electoral roll for the Penrith Electoral District.

## Planning for the NSW State Election 2011

A major activity for the NSWEC in 2009/10 was preparation for the NSW State Election in March 2011 (SGE 2011). The NSWEC established a number of new processes and systems to manage the SGE 2011 event, including:

- an agreed governance framework and structure for the programme and establishment of the Programme Board which met for the first time on Monday 13 July 2009;
- a Programme Management Office dedicated to support Project Officers and Project Managers in implementing projects for the election;
- Project management plans and schedules for 30 projects and 50 sub-projects; and
- an electronic document management system (SharePoint) to centralise all documentation for the SGE 2011 Programme.

## Recruitment of Returning Officers

From early February 2010 until late March 2010 the NSWEC used the NSWEC website and an email and text alert system to advertise for Returning Officers (ROs) and Returning Officer Support Officers (ROSOs) for the SGE 2011. The NSWEC also placed advertisements in Sydney metropolitan and regional newspapers, and several target magazines and internet job sites.

The NSWEC received over 1,000 expressions of interest for a total of 112 positions.

The NSWEC continued to review applications and conduct interviews throughout April and May 2010 and as of 30 June, 93 ROs, six reserve ROs and six ROSOs had been notified of their successful applications. The remaining positions will be filled in the 2010/11 financial year.

Recruitment for polling place officials is due to begin in November 2010.

## Standard Operating Procedures

During the reporting year the NSWEC engaged a specialised contractor to develop the structure and template of Standard Operating Procedures for ROs and polling place managers which were drafted and tested on representatives of these stakeholder groups in December 2009.

## Training

In 2009/10 the NSWEC developed an improved election official training programme which will be piloted with ROSOs in October 2010 and implemented in January 2011.

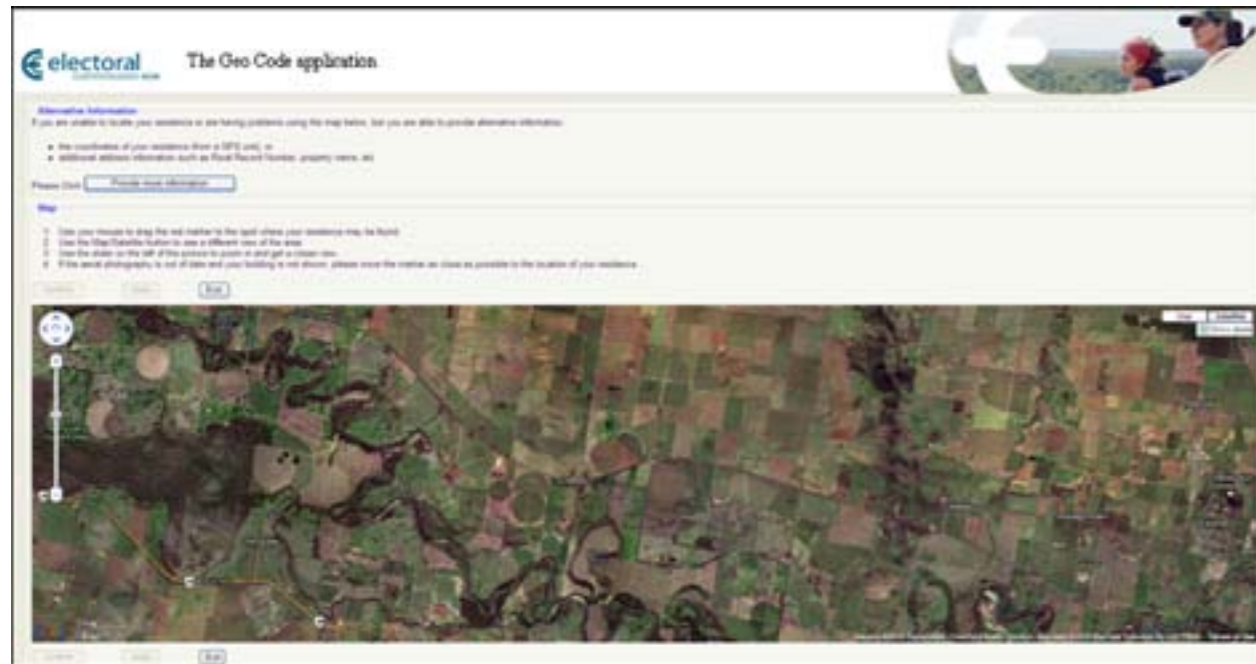
The NSWEC commenced redevelopment of the e-learning programme for election officials in 2009 and new developments include online training packages for polling place managers, Returning Officers, declaration vote issuing officers, combined issuing officers and information officers.

## Election Management Application

During the reporting year the NSWEC developed the functional and technical specifications for supporting software for the SGE 2011. The Election Management Application (EMA) modules currently being updated include:

- candidates and voting modules;
- expressions of interest and staffing modules;
- PRCC system module for the Legislative Council count; and
- results module and Virtual Tally Room.





Online elector geo-location system.

## Location of Polling Places

Mapping and demographics play an important part in the election planning process.

The NSWEC has established an elector geo-location system to ensure that electors are included on the NSW electoral roll within their correct electoral district or Local Government area. This assists the NSWEC estimate the number of electors in an area and thus plan for the number of polling places required, the number of staff to assist in polling places and the number of ballot papers required for each polling place.

During the year work began on the selection and procurement of polling place venues and projected elector estimates for the SGE 2011.

## Challenges and Future Directions

Continuous improvement is one of the NSWEC's key objectives. As part of this process, the NSWEC looks at ways to provide smarter and more efficient electoral services to all election stakeholders. A successful election event for the SGE 2011 is the main focus for 2010/11.

The NSWEC's main activities prior to and during the election will focus on:

- implementing new voting processes;
- training new ROs and ROSOs;
- recruiting and training polling place staff;
- setting up the Elector Enquiry Centre;
- managing new election processes;
- testing of new election IT support systems;
- scenario planning for election risks; and
- results communication.

After the election the NSWEC will focus on:

- election debriefs;
- accurate payroll for election officials;
- satisfaction surveys and election analysis;
- reporting to the JSCEM;
- managing feedback and complaints; and
- planning for the 2012 Local Government Elections.

## Objectives

- People who are eligible to enrol are on the roll
- The electoral roll is accurate so people can exercise their right to vote

## Performance Summary

- 90.83% of NSW voters on the roll as at 30 June 2010
- The legislation enabling the introduction of SmartRoll, the *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009*, was passed by both Houses of Parliament in December 2009

## Future Directions

- SmartRoll enrolment pilot trials
- SmartRoll production enrolment commences
- Revised joint NSW and Commonwealth roll arrangements commence

An accurate electoral roll is essential for maintaining a healthy democratic system and for ensuring that those who are eligible to vote are able to do so. The NSWEC has a range of programmes and initiatives to ensure an accurate enrolment register and to encourage citizens to enrol.

During the financial year, the NSWEC created an Enrolment Branch, headed by Director Paul Beeren.

## SmartRoll Project

Currently the NSW electoral rolls are maintained and administered by the Australian Electoral Commission (AEC).

Legislation (*Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009*) passed both Houses of Parliament in early December 2009 but at the time of writing had not yet been proclaimed.\* Amendments to this Act allow the NSWEC to keep and maintain a roll for each district in NSW.

Systems for SmartRoll, the automatic enrolment or re-enrolment of eligible electors using data from trusted government agencies, successfully progressed for a planned introduction prior to the NSW State Election 2011.

Also during the year the NSWEC negotiated several Memoranda of Understanding with agencies for supplying information that will assist the NSWEC manage the roll.

## Enrolment Arrangements with the Australian Electoral Commission

The NSWEC currently has arrangements with the AEC for the purposes of preparing, updating and revising rolls of electors for Federal and State elections.

The NSWEC worked with the AEC at the close of roll for the Penrith State By-election and Local Government by-elections to finalise the production of roll products which included certified lists for polling places, reference rolls and data for 'iRoll'—a product used at polling places to identify electors' correct enrolment data.

\*Note: The *Parliamentary Elections and Electorate Amendment (Automatic Enrolment) Act 2009* was proclaimed on 24 September 2010.



**Not on the roll yet?**

**If you are 18 or over, if you are an Australian citizen, you need to enrol to vote.**

You must enrol because that's the law. But also because your vote is your voice and if you don't vote then you can't have a say in how this country is run.

**Don't leave it up to other people. Be Heard**

**It's easy. It's free. It's powerful!**

Fill in an enrolment form | Already completed an enrolment form

For more information visit [www.elections.nsw.gov.au](http://www.elections.nsw.gov.au) or phone 1300 135 736.

electoral commission nsw

Website multimedia tool: encouraging young people to enrol and vote.

In preparation for the introduction of SmartRoll, both the AEC and the NSWEC anticipated the need for a new formal intergovernmental agreement to reflect the new enrolment business processes. It was agreed to negotiate around the principle of a high level "Joint Enrolment Procedure" to be signed by the Governor General and NSW Government and a working arrangement, the "Exchange of Information" between the two Electoral Commissioners, to facilitate electoral information exchange between the Commonwealth and NSW.

Both the 'Joint Enrolment Procedure' and the 'Exchange of Information' were agreed at an agency level and were awaiting signature at the time of writing.

The NSWEC has commenced planning for the provision of electoral information to be exchanged around the SGE 2011 close of rolls/day of Writ period.

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

## Case Study: Testing the impact of SmartRoll at the Penrith State By-election

The *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009* (passed by Parliament in December 2009) once proclaimed will allow 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. While the legislation is still to be proclaimed, the NSWEC was able to test its potential impact using data from the Penrith State By-election.

At the close of the roll for the Penrith State By-election on 24 May 2010, there were 46,304 electors enrolled. Of these the table below shows the number of eligible electors who were incorrectly enrolled or missing from the Penrith roll, and the reasons why these electors were considered to be incorrectly enrolled or not present on the Penrith roll.

Analysis revealed that the largest group of electors for whom a change of electoral details was warranted was the group who had recently moved into the area (49.4%). The analysis also identified that there were approximately 3,616 eligible citizens resident in Penrith Electoral District who had never been enrolled.

The results of this analysis confirms the strategic significance of automatic enrolment. If automatic enrolment legislation had commenced prior to the Penrith State By-election, the details of 7,887 electors would have been more accurately reflected on the electoral roll for the by-election. This data comparison demonstrated that using reliable records to augment those provided by electors to the AEC will produce a more up to date and accurate electoral roll.

**Table 8:** Analysis of Electors Incorrectly Enrolled or Not Enrolled for the Penrith State By-election in June 2010

|  | No.          | % Total      |
|--|--------------|--------------|
| <b>Incorrectly Enrolled<sup>(i)</sup></b>            |              |              |
| Deceased <sup>(a)</sup>                              | 5            | 0.1          |
| Out of District <sup>(b)</sup>                       | 1,621        | 36.2         |
| Recent entry <sup>(c)</sup>                          | 2,213        | 49.4         |
| Move within the District <sup>(d)</sup>              | 640          | 14.3         |
| <b>Total</b>   | <b>4,479</b> | <b>100.0</b> |
| <b>Missing from Roll<sup>(ii)</sup></b>              |              |              |
| Students not previously enrolled <sup>(e)</sup>      | 104          | 2.9          |
| Home Owners not previously enrolled <sup>(f)</sup>   | 262          | 7.2          |
| RTA customers not previously enrolled <sup>(g)</sup> | 3,458        | 95.6         |
| Adjustment for duplication <sup>(h)</sup>            | -208         | -5.7         |
| <b>Net Total</b>                                     | <b>3,616</b> | <b>100.0</b> |

Notes:

(i) Data sources were electors already enrolled in NSW, the NSW Births, Deaths and Marriages Registry and RTA

(a) Number of enrolled electors who died between 24 May 2010 and 19 June 2010

(b) Number of electors found to have moved out of the Penrith Electoral District

(c) Number of electors recently moved to the Penrith Electoral District and whose AEC address was out of date and lay outside the Penrith Electoral District

(d) Number of enrolled electors on the Penrith roll but who enrolled at a previous Penrith address

(ii) Data sources were RTA, First Home Owners Grant and Board of Studies for initial identification, NSW Births, Deaths and Marriages Registry data for electoral eligibility, and RTA 'change of address' data for residential location

(e) Number of eligible students resident in the Penrith Electoral District who had not been enrolled before

(f) Number of eligible first home owners grant registered people resident in the Penrith Electoral District who had not been enrolled before

(g) Number of eligible RTA NSW customers who were resident in the Penrith Electoral District who had not been enrolled before

(h) Subtracting the number of people whose details are present in the RTA, Board of Studies and First Home Owners grant databases to avoid over counting



## Non-Residential Rolls

Under the *Local Government Act 1993* a person entitled to vote at a Federal or State election is entitled to be enrolled as an elector for Local Government elections or by-elections if they are an owner of ratable land in the council/ward or rate paying lessee.

The non-residential roll lapses after each election. Therefore any person who appeared on a non-residential roll at a previous election had to re-apply for the Broken Hill Local Government election or various Local Government by-elections held in 2009/10. The Electoral Commissioner is required to confirm all non-residential rolls after councils prepare them.

## Mapping Services

Mapping services provide an important function for maintaining an accurate electoral roll.

In the reporting year, the NSWEC consulted with Kyogle and Holroyd Councils on their ward boundaries and reviewed and mapped polling places for following Local Government elections and State by-election:

- Central Darling – C Ward
- Leeton
- Urana – A Ward
- Willoughby – Sailors Bay Ward
- Murrumbidgee – West Ward
- Ku-ring-gai – Wahroonga Ward
- Wakool – C Ward
- Wentworth
- Bourke
- Tumbarumba
- Port Stephens – West Ward
- Mid Western Regional
- Hawkesbury
- Cooma - Monaro
- Penrith State By-election

## Provision of Electoral Rolls

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

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

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

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

## Discretionary Provision of Electoral Roll

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

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

To assist with this obligation, the NSWEC has a Disclosure Advisory Panel to advise the Electoral Commissioner on the approval of access to electors' enrolment information for medical research, health screening and other types of research. The Panel consists of four members including:

- the NSW Privacy Commissioner;
- the Health Care Complaints Commissioner;
- the Chair, Australian Health Ethics Committee, NHMRC; and
- the Executive Director, St James Ethics Centre.

The NSWEC must also report all requests for copies of the NSW electoral roll. During the reporting year three requests were received. In two instances the Electoral Commissioner concluded that the protection of personal information outweighed the public interest and the requests were not approved. Details of the requests appear in the table below.



Scanning of electoral rolls.

**Table 9:** Requests for Copies of the NSW Electoral Roll 2009/10

| Date of Request | Organisation                   | Request  | Approved |
|-----------------|--------------------------------|--|----------|
| 12/2/10         | Australian National University | De-individualised data for gender research         | Yes      |
| 18/2/10         | Armidale Dumaresq Council      | Maintenance of council's name and address register | No       |
| 3/6/10          | Tweed Shire Council            | Establishment of a Citizen's Panel                 | No       |

### Performance Analysis

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

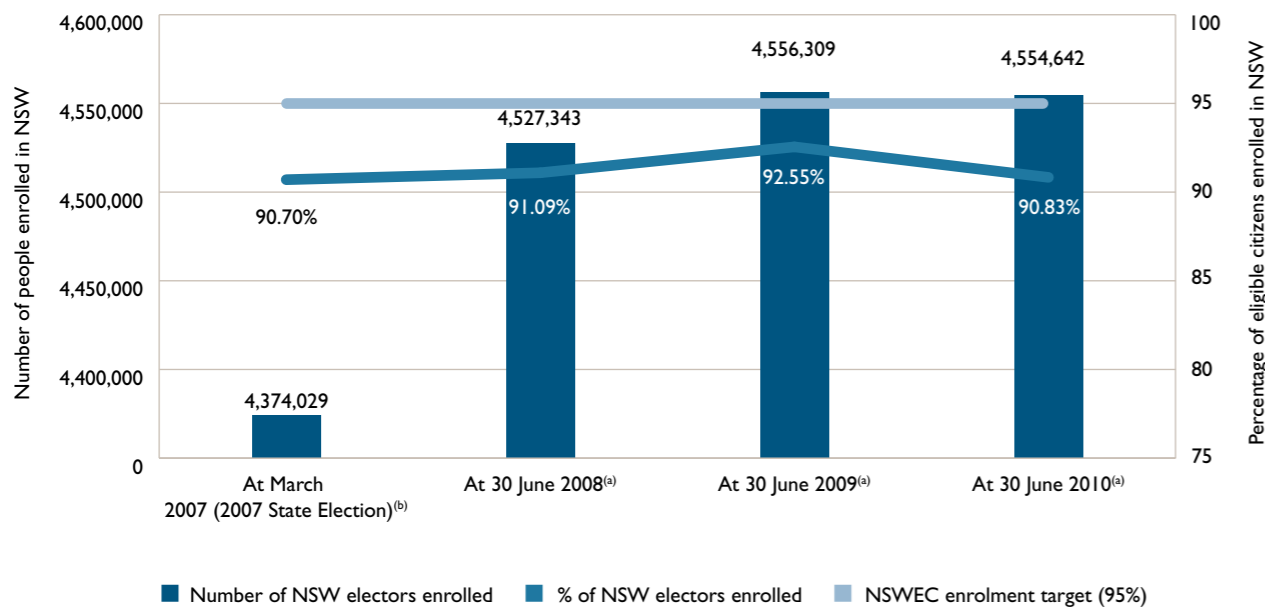
- people who are eligible are on the roll; and
- the roll is accurate so people can exercise their right to vote.

The number of NSW citizens enrolled to vote decreased from 4,556,309 in 2008/9 to 4,554,642 in 2009/10.

Using data provided by the AEC, it is estimated that at 30 June 2010, 90.83% of all eligible citizens in NSW were enrolled.

The number of young eligible citizens continues to be below that of the general population with 78.98% of young eligible citizens in NSW aged between 18-25 enrolled in NSW. In NSW, 17 year olds can provisionally enrol on the electoral roll (but cannot vote until they are 18) and in 2009/10, only 16.68% of 17 year olds were provisionally enrolled in NSW.

Although NSW has seen a slight increase in the percentage of the population enrolled since 2007, we have yet to achieve our Corporate Plan enrolment goal of 98% (18-25) and 95% (all). It is expected that next year with the full implementation of SmartRoll, NSWEC's performance in this area will improve.



Graph 3: Proportion of Eligible NSW Citizens Enrolled 2007 – 2010

Notes  
 (a) Data provided by the AEC. The calculations use a projection of ABS population estimates. These figures differ from AEC published participation rates as published figures provide Federal/State and Federal only enrolment figures.  
 (b) From the NSWEC Report on the 2007 State Election

### Challenges and Future Directions

In preparation for the NSW State Election 2011, the NSWEC will conduct SmartRoll enrolment pilot trials from September 2010. New enrolment principles will see several improvements. The NSWEC will:

- Contact unenrolled residents who are identified as eligible (Australian citizens and those who are 18 or older) and advise them that they appear to be eligible to be enrolled. If the enrolment details are correct then the NSWEC will advise residents that no further action is required. If the enrolment details are incorrect, residents will be advised to contact the NSWEC.
- Contact existing enrolled electors who change their address with the Roads and Traffic Authority (RTA) to confirm their new enrolment details.

- Store contact and transaction details for audit and clarification purposes.
- Contact pilot trial batches of unenrolled but eligible electors following the expected proclamation of the revising legislation.
- Begin processes to modify SmartRoll for the Local Government 2012 Elections including processes to improve the effectiveness of enrolling non-residential voters.
- Source electoral data from government agencies such as the AEC's own data and via the AEC, the Federal Department of Immigration and Citizenship, the NSW RTA, the NSW Office of the Board of Studies, NSW Births, Deaths and Marriages, NSW TAFE and the NSW Office of State Revenue.



Issuing Legislative Council Ballot Paper.



## Objectives

- People know of their obligation to enrol and vote
- Candidates and parties are informed of their entitlements and responsibilities
- The public and other stakeholders are informed of the conduct and outcomes of elections

## Performance Summary

- 190,000 election brochures sent to NSW households
- Two new publications produced in seven languages
- 274,535 website visits
- 162 newspaper advertisements placed
- Three community information sessions held

## Future Directions

- New website with SGE 2011 special features
- Virtual Tally Room for SGE 2011 election results
- 70 person SGE 2011 Elector Enquiry Centre
- New election information publications for the community

*Yabun Festival.*



The NSWEC's communication and public awareness programme aims to emphasise to all sectors of the community the importance of participating in the democratic system. The NSWEC's communication activities contribute to enrolment and participation rates for elections with a special focus on those parts of the NSW community with traditionally low participation rates. It also has a mandate to educate those participating in the electoral process of their obligations.

The NSWEC's public awareness activities in 2009/10 included advertising and media management activities for Local Government by-elections and the Penrith State By-election, work on the website and the design and publication of a number of new NSWEC resources.

## Local Government By-elections 2009/10

The NSWEC's communication strategy for Local Government by-elections conducted in 2009/10 consisted of local advertising campaigns, including statutory advertisements in local media and election information brochures, media releases, and the NSWEC website.

All councils who held an election or by-election in 2009/10 chose to have an election information brochure sent to electors in their area and a total of 144,086 elector brochures were sent to households of those council areas.

In the reporting period the NSWEC placed 27 press advertisements in a mix of general, multilingual and Aboriginal press throughout NSW.

Local Governments are generally responsible for placing print advertisements for their elections and by-elections under NSWEC guidance. Over 141 advertisements in total were placed in 28 different local newspapers across NSW about the local by-elections.

## Penrith State By-election

In 2010 the NSWEC launched an advertising and communication campaign for the Penrith State By-election. The major aspects of this strategy involved advertising in state and local newspapers and promoting the election via the NSWEC website and the Returning Officer.



*Harmony Youth Day.*

An innovative feature of this by-election's communication strategy was the focus upon engaging electors to participate in a reminder service that provided information about upcoming elections.

The NSWEC sent 425 SMS messages and 429 emails to electors who registered for the service to remind them of the upcoming elections.

The NSWEC mailed over 45,984 electoral information brochures to eligible electors in the Penrith Electoral District. The brochure provided a range of information about the by-election such as the location, accessibility and opening hours of polling places, voting options if unable to vote on election day, instructions on how to vote formally, and how to get assistance for electors not confident in written English or unable to read the brochure for other reasons.

## Electors' Preferences for Receiving Electoral Information

One of the objectives set out in the NSWEC Corporate Plan 2008-2011 for the Communications and Public Awareness programme is that 'people know of their obligation to enrol and vote'.

To better understand how electors prefer to receive information about upcoming elections and enrolment deadlines, the NSWEC surveyed electors at the Penrith State By-election.

For the majority of surveyed electors, hard copy was rated as the most acceptable and preferred means of receiving information from the NSWEC on forthcoming elections and activities such as enrolment.

However, 45% of surveyed voters indicated that email would be acceptable, with 25% preferring this means of communication. Additionally 20% of surveyed voters said that an email would be most likely to get their attention, indicating there is an opportunity to communicate via email to a large proportion of voters.

SMS was considered acceptable by 22% of voters interviewed, with 7% preferring this approach and 10% claiming it would be 'most likely to grab their attention'. A demographic analysis confirmed that the trend was for younger elector age groups to prefer electronic forms of communication.

The NSWEC will use this information to inform communication strategies for the SGE 2011.

**Table 10: Penrith State By-election Elector Survey – Communication Preferences**

| Method                    | Voters Who Find Acceptable % | Voters Who Prefer % | Voters Who Find Effective % |
|---------------------------|------------------------------|---------------------|-----------------------------|
| Letter addressed to home  | 84                           | 67                  | 67                          |
| Email                     | 45                           | 25                  | 20                          |
| SMS                       | 22                           | 7                   | 10                          |
| Phone call from the NSWEC | 13                           | 1                   | 3                           |

**Table 11:** Advertising, Media releases and Brochures Produced for Local Government Elections and By-elections 2009/10

| Council/Ward                           | By-election Date | No. of Ads Placed | No. of Brochures Sent | No. of Media Releases |
|--|------------------|-------------------|-----------------------|-----------------------|
| Gwydir Shire Council                   | 11 July 2009     | 6                 | 3,860                 | 1                     |
| Wakool Shire Council – C Ward          | 11 July 2009     | 9                 | 1,014                 | 1                     |
| Singleton Council – B Ward             | 22 August 2009   | 10                | 4,769                 | 1                     |
| Gwydir Shire Council                   | 5 December 2009  | 13                | 3,834                 | 1                     |
| Wentworth Shire Council                | 5 December 2009  | 15                | 4,126                 | 1                     |
| Bega Valley Shire Council              | 5 December 2009  | 18                | 23,232                | 2                     |
| Leeton Shire Council – A Ward          | 13 February 2010 | 6                 | 2,361                 | 1                     |
| Leeton Shire Council – Referendum      | 13 February 2010 | –                 | 4,893                 | 1                     |
| Gundagai Shire Council                 | 13 February 2010 | 15                | 2,668                 | 1                     |
| Central Darling Shire Council – C Ward | 13 February 2010 | 6                 | 349                   | 1                     |
| Bourke Shire Council                   | 8 May 2010       | 4                 | 1,667                 | 1                     |
| Urana Shire Council – A Ward           | 8 May 2010       | 5                 | uncontested           | 1                     |
| Cooma Monaro Shire Council             | 19 June 2010     | 9                 | 6,855                 | 1                     |
| Mid-Western Regional Council           | 19 June 2010     | 4                 | 15,058                | 1                     |
| Port Stephens Council – West Ward      | 19 June 2010     | 5                 | 14,341                | 1                     |
| Hawkesbury City Council                | 19 June 2010     | 8                 | 41,393                | 1                     |
| Broken Hill City Council Election      | 5 December 2009  | 8                 | 13,666                | 1                     |

**Table 12:** Advertising, Media Releases and Brochures Produced for the Penrith State By-election in 2010

| Election                  | By-election Date | Total No. of Ads Placed | No. of Election Brochures Sent | No. of Media Releases |
|---------------------------|------------------|-------------------------|--------------------------------|-----------------------|
| Penrith State By-election | 19 June 2010     | 21                      | 45,984                         | 3                     |

## Stakeholder communications

In 2009/10 the NSWEC logged approximately 17,113 phone contacts to the NSWEC switchboard.

Almost half the phone calls received during the reporting period concerned enrolment issues (8,163) with the most calls received about updating enrolment details with a change of name or address (2,946), checking if enrolled (1,167) or following up a non-voter penalty notice (1,709). The next most common subject matter for telephone contact was elections and by-elections (3,803).

**Table 13:** Top Telephone Enquiries Received at the NSWEC 2009/10

| Subject                             | Quantity |
|-------------------------------------|----------|
| Enrolment change of name or address | 2,946    |
| General election queries            | 2,329    |
| Direct to staff member              | 1,817    |
| Non-voter queries                   | 1,709    |
| Enrolment queries                   | 1,167    |
| Legal/Finance/Admin                 | 901      |
| Elections (specific)                | 761      |
| EFA*                                | 668      |
| Election recruitment                | 655      |
| Other**                             | 4,160    |
| Total                               | 17,113   |

\* Does not include calls direct to the EFA 1300 number.

\*\* Other includes media enquiries, club elections, other enrolment enquiries and various categories.

## Website

One of the goals of the NSWEC is to encourage electors to vote, particularly young voters. Historically engagement in the electoral process by young people is low and with a view to improve this trend the NSWEC created a multimedia website feature aimed at young, first time voters. Before launching this tool, the NSWEC commissioned research and evaluation into the multimedia tool and its potential effectiveness in encouraging young people to vote. Six focus groups were conducted in June 2010 in which participants had an opportunity to view the tool online and comment on its content, ease of navigation and the look and feel. The key findings and recommendations were used to refine this tool and to determine the most effective communication methods to engage young, first time voters in NSW.

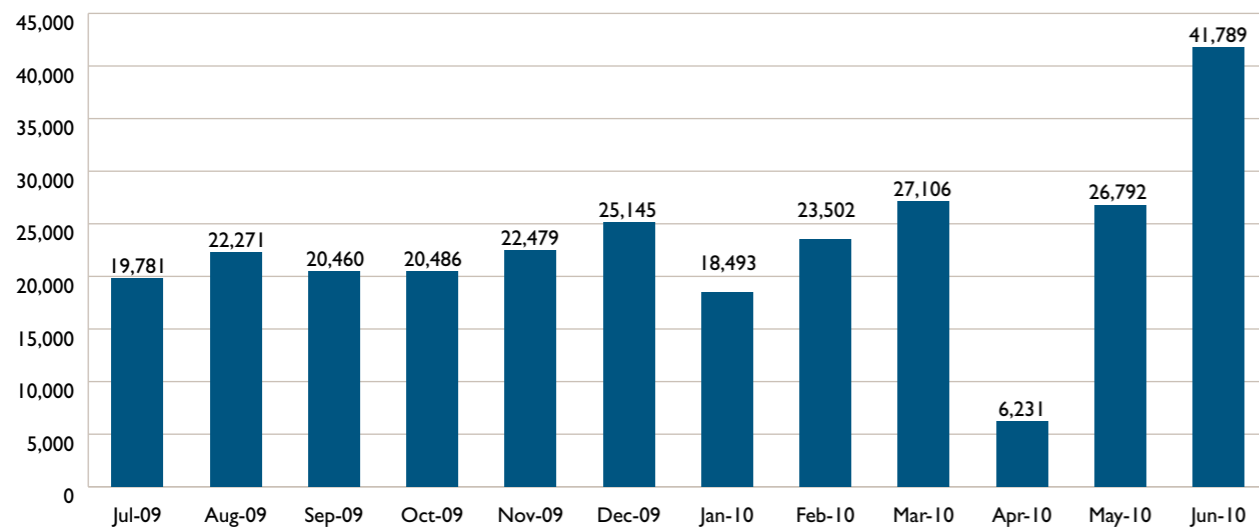
During the reporting year the NSWEC website featured a number of initiatives including:

- dedicated website page for the Penrith State By-election;
- dedicated pages for by-elections;
- new online feedback form for the Penrith State By-election;
- Virtual Tally Room for election results; and
- a new employment notification register.

The NSWEC website recorded 274,535 visits during the financial year by 158,359 unique visitors. NSWEC website traffic was heaviest in June 2010, reflecting interest in the four Local Government by-elections and the Penrith State By-election at that time. The next highest traffic month was March 2010 which saw the Returning Officer recruitment drive for the NSW State Election 2011.

During 2009/10 work continued on the new look NSWEC website with a separate event site for the SGE 2011 and new content, structure and navigation menu finalised. The website is due to be launched in late 2010.





Graph 4: NSWEC Website Visits 2009 – 10

## Publications

The NSWEC has a number of informative publications available for stakeholders about their electoral obligations and responsibilities. A complete list of NSWEC publications appears in Appendix 6.

In 2009/10 the NSWEC produced two brochures in seven different languages:

- 'Enrolment: Getting on the roll, staying on the roll'; and
- 'The 3 Elections: Federal, State and Local'.

During the year the NSWEC revised the branding and style of reports to complement the new website due to be launched in 2010. Work also began on branding publications for the Returning Officer website for the SGE 2011 and branding policy documents for publication on the website in preparation for new legislative requirements.

## Community Information Sessions

Three community information sessions were held in June 2009/10:

- Arabic Women's Group – Macarthur Diversity Services Initiative, Campbelltown;
- Chinese Community Group – Chinese Australian Services Society, Bankstown; and

- Pacific Islander Community Group – Macarthur Diversity Services Initiative, Macquarie Fields.

The first two sessions were run in conjunction with bilingual staff from the AEC who translated the sessions into Arabic and Chinese.

## Multicultural Policies and Services Program

The *Community Relations Commission and Principles of Multiculturalism Act 2000* enshrines the principles of multiculturalism as the policy of the State of New South Wales, and commits the Chief Executive Officer of each public agency to implement those principles.

The Community Relations Commission administers the Multicultural Policies and Services (formerly Ethnic Affairs Priorities Statement or EAPS) Program as the vehicle for assisting and assessing the effectiveness of public authorities in their implementation of the Principles. Under the Multicultural Policies and Services Program, all NSW Government agencies must report what actions they are taking to enhance and promote multiculturalism within their sphere of business.

The NSWEC's Community Education Officer develops and implements community education strategies, with particular focus on electors from culturally and linguistically diverse populations, electors with disabilities, Aboriginal and Torres Strait Islander electors and youth.

In the post election analysis of the 2007 State Election, 13 electoral districts in NSW were identified as having a high percentage of people with a first language other than English spoken at home. In order to increase participation in these areas, the NSWEC has incorporated a number of strategies to assist electors cast a valid vote. In 2009/10 this work has included:

- liaising with Local Government Councils, libraries and multicultural organisations with a variety of community education opportunities;
- creating brochures in community languages;
- designing information displays and information sessions for community groups; and
- collaborating with the AEC to present community information sessions.

In 2009/10 the NSWEC also reviewed ballot paper instructions, voting instructions for electors in the polling places and information on the website with the intention of making it easier to understand.

Further work by the NSWEC in the lead up to the SGE 2011 will include:

- creation of multilingual information brochures and posters for polling places;
- development of cultural and disability awareness training for Returning Officers and electoral officials;
- focus on attracting multilingual staffing in polling places;
- proposed changes to instructions on ballot papers so they are simpler and clearer;
- more multilingual information accessible on the NSWEC website; and
- attendance at multicultural fairs and events to distribute information.

## Improving Access for Electors with Disabilities

The NSWEC Equal Access to Democracy Reference Group is always looking for ways to improve access and service facilities for electors with a disability. The NSWEC provides a telephone typewriter service for the hearing and speech impaired and information brochures in alternative formats including generic Braille, audio and easy English.

### Report on Internet Voting

During the year the NSW Parliament passed legislation that requested the Electoral Commissioner to conduct an investigation into the feasibility of providing internet voting for vision-impaired and other persons with a disability at State elections. More information about this report is on page 56.

### Access to Polling Places

Section 23 of the *Disability Discrimination Act 1992* makes it unlawful to discriminate on the grounds of disability in providing access to or use of premises that the public can enter or use.

The NSWEC does not own or control polling place venues, which are mainly public facilities such as school halls, church halls or council owned buildings. Audits carried out to determine the suitability of a polling place include wheelchair accessibility as a strong selection criteria, but in some communities, schools or church halls may not be fully wheelchair accessible. In some communities there are no suitable venues with full accessibility.

In past elections, the NSWEC has used a ratings system to inform electors of which polling places in their area were fully accessible. At the Penrith State By-election the NSWEC trialled a new Assisted Access rating system for polling places to allow people to make more informed choices about the polling place they might use. This system rated the accessibility level of each of the 21 polling places in use at the Penrith State By-election, indicating any restrictions. The information was made available on the NSWEC website, in press advertisements and the elector brochure posted to all electors enrolled in the Penrith Electoral District.

The Assisted Access rating system included the following categories:

1. Path of travel from car park may be difficult
2. Access ramp does not meet standards
3. Building has lips and/or steps
4. No designated disabled parking spot
5. No disabled toilet
6. May have limited circulation space in voting area
7. Door width is between 760–800mm

Under our Access to Democracy initiative, the NSWEC will again provide wheelchair accessible voting booths at accessible centres, and luminous contrast design on cardboard furniture to assist electors with depth perception at all pre-poll voting centres and polling places.

The NSWEC will also provide hand-held magnifiers and maxi pencils at all pre-poll and polling places

Further improvements planned for the SGE 2011 include:

- increased website accessibility including specific information for electors with a disability;
- increased consultation with NSW Government organisations and disability organisations; and
- new training material for ROs and election officials to assist those with a disability.

## Aboriginal Elector Information Strategy

The Australian Government has made a four year commitment to fund the Indigenous Electoral Participation Program which aims to increase levels of enrolment, voter turnout and formal voting in urban, regional and remote areas. The program, administered by the AEC, will educate and inform electors and potential electors about enrolment and voting for Federal, State and Local Government elections.

In the next year, NSWEC will work closely with the directors of this program to ensure State and Local Government election information is provided in an appropriate and timely fashion. The NSWEC and the AEC held an information stall at the Yabun Festival in Sydney in January 2010 where information about the

recruitment of field officers and enrolment and voting was distributed.

Four AEC field officers have recently been appointed in NSW and are currently undergoing general training in Canberra. NSWEC will have the opportunity to train and work with these field officers over the next year to ensure State and Local Government election and enrolment information is provided to indigenous communities.

There are also plans to develop a NSW Aboriginal and Torres Strait Islander (ATSI) reference group in conjunction with the AEC's Sydney office.

## Challenges and Future Directions

In preparation for the NSW State Election 2011, work on new publications such as the SGE 2011 Media Strategy and Virtual Tally Results (VTR) Guide has begun and will continue into 2011.

The volume of phone and email contacts before an election provides a challenge for the NSWEC. In early 2011 the NSWEC will recruit and train approximately 70 operators for an Elector Enquiry Centre (EEC) to answer up to 12,000 phone enquiries and 500 email enquiries a day in the weeks leading up to, and on election day in 2011. A new general email enquiry mechanism is planned for August 2010 and will be administered by reception staff until the EEC commencement date of 31 January 2011.

Recent changes to legislation affecting how election information is advertised result in new advertising strategies for the SGE 2011. Information about candidates and polling places will now be placed on the NSWEC website, allowing information and links to be published in a wider range of national and regional newspapers.

The NSWEC will continue to implement its important community education strategy by providing community information sessions for target elector groups throughout the year and leading up to the NSW State Election 2011.

The new NSWEC website, which will feature a special interactive youth section 'Voting for the first time', is due to be launched in September 2010.

## Case study: Community Information Session for Arabic Speaking Women's Group

### Macarthur Diversity Services Initiative – Campbelltown NSW Tuesday 15 June 2010

This session was organised as a result of NSWEC contact with community organisations in western Sydney. A one hour information session for a group of 12 Arabic speaking women was presented by NSWEC's Community Education Officer and an Arabic speaking officer from the Australian Electoral Commission. The session sections were entitled: "Getting on the roll, staying on the roll"; "The three different elections in Australia"; "Where and how you can vote at elections"; and "How to complete ballot papers for Federal and State elections".

The session was part of a 12 week course about culture and society in Australia. Of the group, nine were Australian citizens and all were on the roll, some needed to change address and some took enrolment forms for their adult children.

The information session was designed by NSWEC to inform the community about enrolment and voting in a straightforward format. The presentation utilises a strong visual element that cuts across language barriers and keeps participants engaged.

The group were also provided with NSWEC produced brochures in Arabic on enrolment and the three types of election. Macarthur Diversity Services Initiative were also provided with copies of the enrolment brochure and the three elections brochure in Arabic, Chinese, Vietnamese, Spanish, Hindi, Italian, Greek and English, along with two posters that advise, in seven languages, that voting information is available in community languages.

NSWEC has been invited back to present more sessions for other community groups.



NSWEC and AEC joint information session on enrolment and voting.



## Objectives

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

## Performance Summary

- 36 permanent staff, 15 temporary staff
- Average of four training days per staff member
- Five new tenders advertised on eTender
- Three star rated environmental performance
- Five new financial systems and processes
- One report published on the feasibility of iVote electronic voting system
- Upgrades to six EMA software modules
- Replacement of 150 workstations

## Future Directions

- Future Directions
- New online payroll system
- User application testing of EMA for SGE 2011
- 70 staff for SGE Elector Enquiry Centre



Returning Office, Penrith.

## Human Resources

To enable the NSWEC to exercise its functions staff are employed under Chapter 1A of the Public Sector Employment and Management Act 2002.

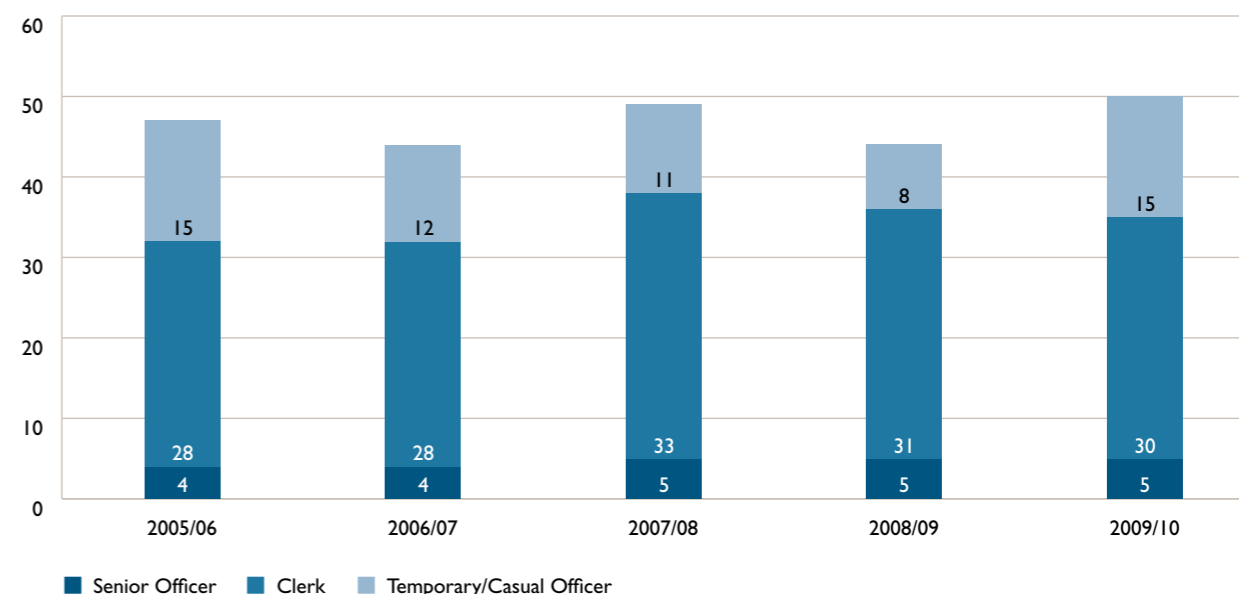
Historically the NSWEC has been able to maintain a small core number of permanent staff as we rely on the engagement of casual, temporary and contract staff to support the delivery of key projects and services associated with major elections occurring in four yearly cycles.

In its planning and conduct of an election the NSWEC is supported by a programme management framework in which officers are responsible for or participate in a range of election projects of varying complexity.

With a view to positioning the organisation and its business functions for the NSW State Election 2011 and 2012 Local Government Elections, the NSWEC completed a review of the organisational structure during the year. The Enrolment Branch was formally created to acknowledge the dynamic developments in that area.

In the previous year additional staff positions were created to support the new Funding and Disclosure Branch under amended legislation and these positions were filled during the year.

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



Graph 5: NSWEC Staff Numbers 2005-2010

## Learning and Development

The opportunity to foster a learning culture within the NSWEC and to support the promotion and maintenance of professional and committed staff is an essential prerequisite to delivering services effectively. In the lead up to the NSW State Election 2011, the NSWEC provided training opportunities in project management and risk management.

The NSWEC also provided an opportunity for personal development in areas such as MS Excel and MS Access software, website design, first aid, leadership and management and procurement.

The Corporate Plan Key Result target of three average training days per staff member was exceeded with an average of four days per staff member achieved during the reporting year.

## Flexible Work Practices

The NSWEC supports flexible work arrangements for staff in order to balance personal commitments with the necessity to meet work deadlines.

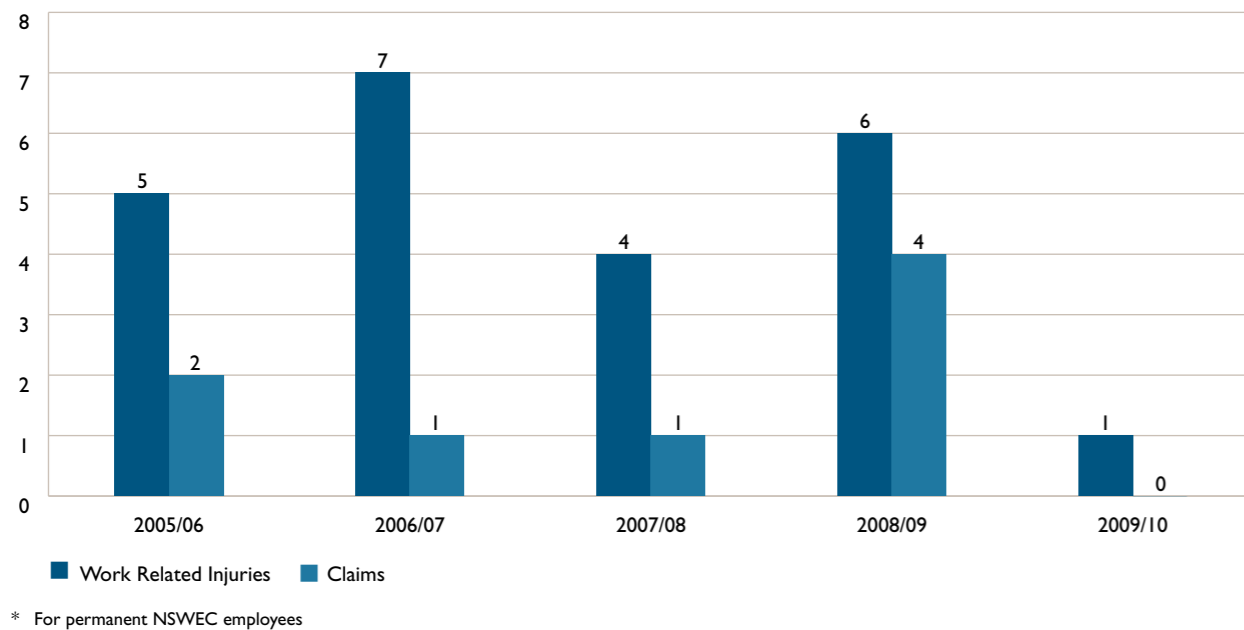
## Occupational Health and Safety

The NSWEC is strongly committed to providing a workplace free from harm and its Occupational Health and Safety (OHS) Policy outlines the fundamentals of the NSWEC OHS Programme including:

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

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

During the year there was one reported safety incident involving one injury. This incident did not result in a claim for medical expenses or time lost from work.



Graph 6: OHS – NSWEC Injuries and Claims 2005 – 2010\*

Occupational health and safety risks are at their highest during an election year. An increase in the number of reported incidents can be directly related to a huge increase in the number of employees and visitors on election day and the use of premises that are not owned or managed by the NSWEC.

As part of the evaluation of the conduct of the 2008 Local Government Elections, the NSWEC received feedback from electoral staff on workplace issues including safety. This feedback will be used for planning the NSW State Election 2011 and the 2012 Local Government Elections.

### Sick Leave Management

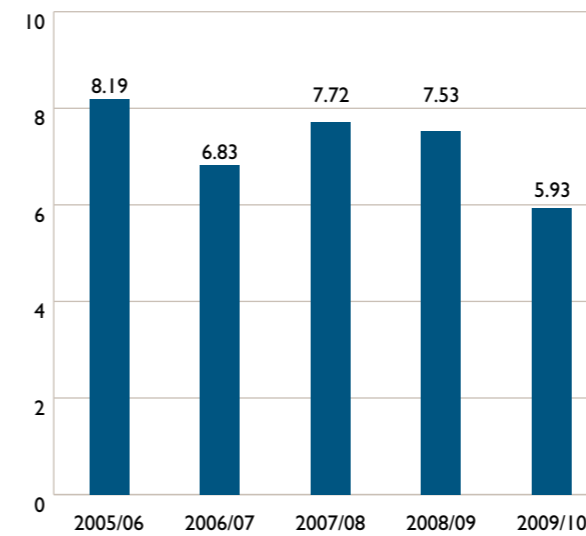
The NSWEC monitors individual sick leave to allow for early intervention and assistance to officers when required.

Permanent staff members took sick leave an average of 4.8 times during the year with an average length of absence of 5.93 days.

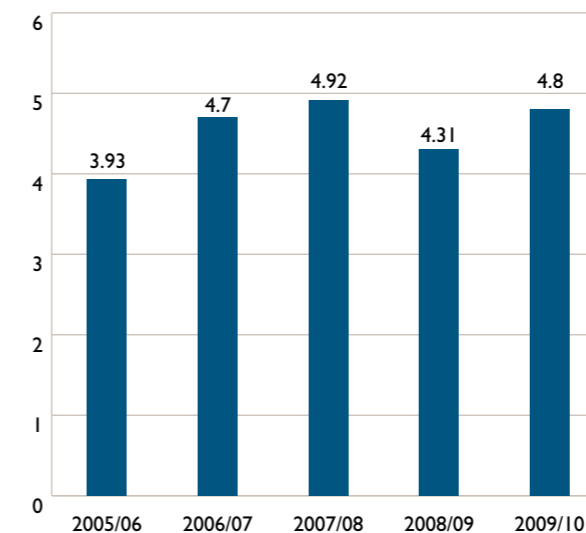
Sick leave averages were lower than previous years and were mainly due to a small number of officers with lengthy periods of absence.



Election preparation NSWEC warehouse.



Graph 7: Sick Leave – Average Absences 2005/06 to 2009/10



Graph 8: Sick Leave – Average Occasions 2005/06 to 2009/10

## Equal Employment Opportunity Achievements

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

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

During the reporting year the NSWEC actively focused on efforts to encourage EEO target groups with the following activities:

- the provision of EEO awareness information in Returning Officer manuals; and
- advertising and recruitment strategies to encourage applications from EEO group members.

## Consultation with Unions

Consultation with the PSA was undertaken in relation to the NSWEC restructure and associated Staff Management Plan.

## Protected Disclosures

There were no Protected Disclosures received during the year.

## Secondments with NSW Departments

There was one NSWEC staff secondment to the Health Care and Complaints Commission in 2009/10.

## Secondments with Interstate Electoral Commissions

There were no NSWEC staff secondments to interstate Electoral Commissions in 2009/10.



## Liaison with other Jurisdictions

The NSWEC, the AEC and other State and Territory Electoral Commissions collaborated during the reporting year on a number of projects. The NSWEC values the opportunity to share resources and undertake joint research in order to improve election services to all stakeholders.

## Corruption Prevention Policy

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

## Records Management

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

## Environmental Sustainability

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

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

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

- contracts for the purchase of ballot boxes and voting screens made of recycled content continued to be implemented at Local Government by-elections the Penrith State By-election and for the SGE 2011;
- re-use of election material in the local community is a top priority. Material that cannot be re-used (including ballot papers) is recycled; and
- extensive office recycling programme including paper, toner and consumable recycling programmes.

Under the Office Building Strategy of the NSW Government Sustainability Policy, office buildings over 1,000 metres square are required to obtain an accredited National Australian Built Environment Rating System (NABERS) energy and water rating. During the financial year, a NABERS accredited assessor conducted an energy audit based on the AS/NZS 3598:2000 for the NSWEC Kent Street office.

The purpose of the audit was to determine the overall energy consumption of the NSWEC's lighting and power facilities and to evaluate if the energy use in the period was reasonable or excessive. The result of the audit found that the NSWEC's energy consumption was reasonable and in the three star performance category under the NABERS green star rating scheme.

## Challenges and Future Directions

Energy consumption can vary with regard to the operational commitment necessary to deliver elections within critical timeframes. The NSWEC will endeavour to move towards achievement of the target 4.5 star rating by 1 July 2011 where cost effective.

## Financial Administration

The Finance and Administration Branch aims to provide the systems and processes to support the NSWEC and election events. Activities this year focused around developing accounting, payroll and cost management systems for the NSW State Election 2011, including:

- Implementation of a new time-sheeting system for staff that included error reporting, additional restrictions on inputs, and allowed for multiple leave types and provided additional information to staff.
- Upgrade of the General Ledger System to SUN5 a fully windows based programme. The asset management module was rolled out incorporating bar code recording for assets.
- Enhancement of the budgeting and cost management systems for the coming NSW State Election 2011 to include expanded project and sub-project activity based accounting and multiple periodic forecasting models. Additional data fields developed to capture and report in more detail.
- Implementation of an automatic payment system for 2,500 polling places that directly integrated data from our Election Management Application (EMA).

In 2010 the NSWEC completed a successful two year payment agreement for Local Government councils in financial stress and a corresponding 100% collection rate on outstanding 2008 LGE creditor invoices.

The cost of the 2008 Local Government Elections was one of the areas of inquiry by the Joint Standing Committee on Electoral Matters in 2009, and in 2010 their final report on the elections stated "that nothing has come to our attention that causes us to believe that the costs passed onto Local Governments in relation to the 2008 Local Government Elections are unreasonable".

During the year the NSWEC also developed an inventory control system for resources that support Local Government councils and other jurisdictions for future elections.

## Procurement

During 2009/10 the NSWEC initiated a number of election related procurement activities, including lodging tenders on NSW Government eTender website. These included tenders for:

- printing of ballot papers;
- cardboard materials for polling equipment;
- stationery;
- courier and delivery services;
- furniture;
- electronic voting system; and
- payroll services.

## Challenges and Future Directions

In 2010/11 the NSWEC will focus on online financial activities for the SGE 2011 such as:

- implementing a new online payroll system for the NSW State Election 2011 to handle an estimated 20,000 employees;
- expanding modules of the SUN Financial System to handle purchase orders; and
- developing online HR management modules that integrate to the employee payroll system.

## Information Technology

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

Help desk services for the NSWEC staff and election events during 2009/10 included on demand assistance for IT hardware and software for Local Government by-elections and the Penrith State By-election, for local count processing, adequate networking, and the maintenance of servers and other hardware to ensure optimal efficiency of election processes.

Workstations in use at the NSWEC office are replaced every four years, in line with the election cycle, approximately one year before a State election. In May 2010 work began on replacing 150 workstations at the NSWEC Kent Street and Riverwood locations. The NSWEC managed further upgrades with a replacement of the PABX and new phone systems.

During the year preparations also began to setup IT equipment at the Riverwood warehouse site to support SGE 2011, functions such as the Count Centre and the Elector Enquiry Centre.

In 2010 the NSWEC reviewed the Business Continuity and Election Services Recovery Plan.

This resulted in a number of actions for the IT Branch, including:

- installation of new backup software;
- new backup processes and schedules;
- intermediate backup for individual file restoration; and
- review of PRCC system.

Following 2008 Local Government Elections, the NSWEC commenced a number of enhancements to the Election Management Application as a result of legislative changes and advanced capabilities of the software. Those activities continuing through 2009/10 included improvements to the:

- results reporting module, which supplies data to the Virtual Tally Room and media data feeds;
- voting module which is used to manage all election and voting processes, including the new election day enrolment votes;
- staffing module, which is used to manage the employment of up to 20,000 polling place staff on election day; and the
- candidate nominations module, which is used as input to produce ballot papers and create basic data for the Virtual Tally Room.

### Performance Analysis

The NSWEC Corporate Plan outlines one performance measure for the IT Branch which is number of outages % = 0. In November 2009 due to a building air conditioning malfunction the Kent Street office servers were unavailable for half a day.

### Challenges and Future Directions

During 2010 /11 the following IT activities are planned in support of the NSW State Election 2011:

- user application testing of software and systems;
- installation of a help desk incident logging system;
- installation of an email management system for use in the Elector Enquiry Centre;
- optimisation of servers;
- installing high speed internet connections;
- installation of additional network capacity; and
- set up of the Election Enquiry Centre at Riverwood.



Post election day.



## Case Study: Report on the Feasibility of providing 'iVote' Remote Electronic Voting System



The NSW Premier announced on 16 March 2010 that the "Electoral Commissioner will investigate internet voting for visually impaired people of New South Wales improving their democratic right to a secret ballot".

The Premier's press release stated that "Nationally, there are 300,000 people who are blind or visually impaired with a third of them living in NSW" and that "Previously, blind and visually impaired people were only able to vote through the assistance of a friend or relative or through a large Braille ballot – which may run up to 67 pages."

The initiative was addressed in an amendment to the Parliamentary Electorates and Elections Amendment Bill 2010 which required the "Electoral Commissioner to conduct an investigation as soon as possible into the feasibility of providing internet voting for vision-impaired and other disabled persons for elections under this Act and, if such internet voting is feasible, to propose a detailed model of such internet voting for adoption."

The report investigates the feasibility of providing internet voting options (also referred to as "Remote Electronic Voting") for vision-impaired and remote persons for the NSW State Election 2011. Electronic voting via both the internet and telephone are examined within the report and included in a proposed model of such voting.

In preparing the report, NSWEC consulted with stakeholders and in particular with representatives from Blind Citizens Australia and from Vision Australia.

As part of the analysis for the report, NSWEC also conducted market research to determine what Remote Electronic Voting systems were available in the global market to confirm the existence of viable potential suppliers.

The completed feasibility report was provided to the NSW Premier within the statutory period and was tabled in Parliament on 2 September 2010.

### 3 Corporate Governance

|                        |    |
|------------------------|----|
| Governance             | 58 |
| Risk Management        | 60 |
| Legislative Compliance | 63 |
| Accountability         | 65 |



## Performance Summary

- Three new Director appointments
- NSWEC Management Committee met 10 times
- SGE 2011 Programme Board met 25 times
- Risk management compliant to AS/NZ Risk Management Standard 31000:2009
- Three internal audits completed
- 15 complaints resolved
- Two FOI requests received
- 2008/09 NSWEC Annual Report silver medal winner at Australasian Reporting Awards

## Future Directions

- New SGE 2011 Service Commitments
- Review of NSWEC 2008–2011 Corporate Plan and performance indicators
- Report on SGE 2011 performance
- New enrolment legislation takes effect
- GIPA replaces FOI



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

## Management Committee

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

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

During the year the Management Committee met 10 times.

In August 2009 Paul Beeren, Project Manager of the SmartRoll Project was appointed Director of the new Enrolment Branch.

Brian DeCelis was appointed Director, Funding and Disclosure on 19 October 2009.

Linda Franklin was appointed Director, Elections on 12 April 2010.

In April 2010, Greg Brandtman was appointed Temporary Director, Administration for a period of 12 months.

## SGE 2011 Programme Board

During the financial year, the agreed governance framework and organisational structure for the NSW State Election 2011 was established with the formation of the Programme Board which met for the first time on Monday 13 July 2009. A Programme Management Office was also established and dedicated to support managers and the Programme Board in implementing projects for the election.

The Programme Board members are:

- Anthony Venier, Programme Manager
- Linda Franklin, Director Elections
- Marie Swain, Director Corporate Communications
- Ian Brightwell, Director, IT
- Trevor Follett, Director Finance and Administration
- Brian DeCelis, Director Funding and Disclosure
- Paul Beeren, Director Enrolment
- Elizabeth Coombs, Advisor Performance Management
- Greg Brandtman, Temporary Director Administration
- Sonja Hewison, Senior Legal Officer
- Craig Phelps, Project Owner, Programme Management Office

The function of the Programme Board is to:

- ensure the programme and projects are aligned with the NSWEC 2008-2011 Corporate Plan and the Results and Services Plan (specifically the outcomes and performance indicators);
- approve and monitor programme and projects' scope, objectives, budgets, costs and deliverables, interdependencies and performance measures;
- provide direction and prioritisation for programme and projects' scope, objectives, budgets, costs and deliverables, interdependencies and performance measures;
- resolve or provide direction to Project Owners and Project Managers for issues and risks they have escalated; and
- provide support to Project Managers and Project Owners across the stakeholder group i.e. those that need to be informed, are impacted or involved in the programme both internal and external.

In the financial year the Programme Board met 25 times.

## Corporate Planning Workshop

On April 15 the Management Committee and Senior SGE 2011 Project Managers attended a corporate planning workshop to assess stakeholder needs, business goals and performance measures for the NSW State Election in 2011. The ideas formulated in this workshop provided the basis for the SGE 2011 Service Commitments Charter.

## NSWEC Senior Management—Field Experience

To ensure a practical grasp of election day realities by senior managers planning the NSW State Election 2011, all NSWEC senior management and those responsible for significant projects worked as polling place managers for the Penrith State By-election. This initiative ensured 'hands on' experience of the innovations and procedures under consideration for the NSW State Election 2011.

## Service on External Committees

### Electoral Council of Australia

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

- Adelaide—20/7/2009
- Hobart—19/3/2010

### State and Territories Electoral Commissions

In addition to the ECA the Electoral Commissioner is also the Chairperson of the State and Territories Electoral Commissions (STEC), a collaborative body that considers electoral policy and operational matters of mutual interest. The STEC group met on two occasions throughout the reporting year.

- Melbourne—22/10/2009
- Hobart—18/3/2010



During the reporting year the NSWEC reviewed its risk management practices. As a result the NSWEC and EFA Risk Management Policy and Plan was upgraded to be compliant with the AS/NZS ISO 31000:2009 risk management standard and NSW Treasury guidelines. The NSWEC and EFA Risk Management Policy and Plan was endorsed by the Audit and Risk Committee on 14 May 2010.

During the financial year SGE 2011 Project Owners and Project Managers attended risk management workshops on risk identification, analysis and contingency planning and how to use the online risk reporting tool.

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

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

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

The NSWEC maintains insurance under the risk management system of the Treasury Managed Fund, namely, public liability, workers compensation, motor vehicle, property and miscellaneous insurances. Public liability coverage is met by the NSWEC on behalf of lessors of polling place premises for elections.

## Compliance Reporting

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

To deliver on these core requirements the NSW Electoral Commissioner reviewed the existing arrangements for the internal audit and risk management against the 'core requirements' and took steps to align the existing governance structures with the new requirements. Amendments were made to the charter and the membership of the committee.

The six core requirements cover:

- internal audit function;
- Audit and Risk Committee;
- independent chairs and members;
- charter and committee operations;
- risk management standards; and
- internal audit standards.



## Audit and Risk Committee

The function of the NSWEC's Audit and Risk Committee is to review the practices and processes of the NSWEC and make recommendations designed to reduce business risk and improve corporate governance.

The Audit and Risk Committee consisted of:

- Jim Mitchell, Chairman (1 July 2009 – 30 November 2009);
- Brian Suttar, Chairman (1 December 2009 – 30 June 2010);
- John Barbelar, Director of Corporate Services, Council of the City of Sydney; and
- Kathleen Haddock, former Returning Officer.

All members of the committee are independent members. Committee members are required to declare any conflicts of interest. The chair has declared he is Chair of the Audit and Risk Committee of The Audit Office of NSW and also of the Board of Studies NSW. No other conflicts of interest have been recorded in the financial year.

The Director, Finance and Administration is the Secretary of the Committee and was appointed as the Chief Audit Executive effective 30 November 2009. He was in attendance at each meeting of the Audit and Risk Committee.

The following attended meetings of the Committee by invitation:

- Colin Barry, Electoral Commissioner;
- Peter Barnes, Audit Office of NSW;
- KP Sharma, Audit Office of NSW;
- Don Walter, Auditor Walter Turnbull; and
- Damien Knowles, Auditor Walter Turnbull.

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

- Friday 11 September, 2009;
- Thursday 26 November, 2009;
- Friday 19 February, 2010; and
- Friday 14 May, 2010.

On 30 June 2010 the Electoral Commissioner attested that he was of the opinion that the NSWEC had the internal audit and risk management processes in place that were, in all material respects, compliant with the core requirements as set out in the Treasury Circular NSW TC 09/08 *Internal Audit and Risk Management Policy*.

Internal Audits completed during 2009/10 included:

- inventory management;
- records management; and
- review of systems to administer electoral funding disclosures.

A total of 21 recommendations were made and accepted by the NSWEC Management Committee. The recommendations are due for implementation by 31 December 2010. To assist in monitoring progress the NSWEC implemented an online tracking system during the year.

Internal Audits in progress as at 30 June 2010 include:

- review of Election Management Application;
- recruiting and training for Returning Officers and key election staff; and
- review of the budget compilation process.



30 June 2010

**Internal Audit and Risk Management Attestation for the 2009-10 Financial Year for the NSW Electoral Commission**

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

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

- Brian Suttor, Independent Chair (term four years to 1 December 2013)
- John Barbeler, Independent Member (term four years to 13 May 2014)
- Kathleen Haddock, Independent Member (term four years to 13 May 2014)

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

NSW Electoral Commission  
Election Funding Authority of NSW

  
Colin Barry  
Electoral Commissioner

The NSWEC Legal Team provides high quality, impartial legal advice and assistance to the NSWEC and develops policy positions on legislative reforms.

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

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

During the financial year the NSWEC legal team provided advice and legal support to the NSWEC on a number of matters including:

- the preparation of submissions to the Government and Parliamentary Committees in relation to proposals for legislative reform;
- the impact of legislative reforms on operational plans and proposed SGE 2011 procedures;
- questions relating to enforcement of breaches of elections and election funding and disclosures legislation;
- outcomes and implications of litigation affecting the operations of the NSWEC and EFA;
- interpretation and application of election and election funding and disclosures legislation and other laws on NSWEC and EFA operations in general;
- determining FOI applications; and
- development and review of prescribed forms, policy documents, standard operating procedures, guidelines, memorandums of understanding, agreements and other instruments.

**Legislative Amendments**

*Parliamentary Electorates and Elections Act 1912 (and regulations)*

**Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009**

Important reforms 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 is to be commenced by Proclamation of the Governor which is expected to occur in time for implementation before the NSW State Election 2011.\*

Once commenced, the amendments will also:

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

**Parliamentary Electorates and Elections Amendment Act 2010**

The *Parliamentary Electorates and Elections Amendment Act 2010* commenced on 28 April 2010.

This legislation provided for the Electoral Commissioner to conduct an investigation into the feasibility of internet voting and to report to the Premier on a proposed model. It also:

- clarifies that the requirement for specified authorisation of electoral material does not apply to T-shirts, buttons, badges and certain other articles;

\*Note: The *Parliamentary Elections and Electorate Amendment (Automatic Enrolment) Act 2009* was proclaimed on 24 September 2010.



- provides that the Electoral Commissioner must not register electoral material for distribution on election day if it appears to the Electoral Commissioner that the material does not clearly identify the person, political party, organisation or group on whose behalf the material is to be distributed; and
- facilitates the registration of political parties in NSW under the same name as they are registered under the *Commonwealth Electoral Act 1918*.

#### Local Government Act 1993 (and regulations)

The election provisions under the *Local Government Act 1993* contain a number of references that borrow from the terminology used under the *Parliamentary Electorates and Elections Act 1912* and also directly apply to a number of State election provisions.

The *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009* will, on commencement, amend the *Local Government Act 1993* to update terminology and cross-references in provisions affected by the amendments to the state legislation. No substantive changes have been made to Local Government election procedures as a consequence of the *Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009*.

#### Freedom of Information

Under the *Freedom of Information Act 1989* (FOI Act) the NSWEC must report the number of and outcome of FOI requests for the financial year.

The NSWEC received two FOI applications. The first, which concerned access to personal information about another person on the electoral roll, was denied and the second concerning access to any information about the applicant held in the NSWEC's records was approved.

During the reporting year the NSWEC also made preparations for the commencement of the *Government Information (Public Access) Act 2009* (NSW) (GIPA Act) which replaced the *Freedom of Information Act 1989* (NSW) (FOI Act) on 1 July 2010.

Under the GIPA Act certain information is required by law to be available on our website, free of charge.

Work during the year consisted of reviewing and updating NSWEC policies for publication and designing a 'right to information' website page with the required information.

The NSWEC FOI Summary of Affairs was published in a special edition of the *Government Gazette* in June 2010.

#### Privacy

The NSWEC collects personal information from electors, other individuals and organisations in order to fulfil its functions under the *Parliamentary Electorates and Elections Act 1912* and other governing Acts.

In June 2010 the NSWEC developed a revised Privacy Policy and Plan to address changes to electoral and election funding legislation.

This Privacy Policy details how the NSWEC and the EFA manage personal information collected to ensure compliance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act) for the collection, use, disclosure and storage of personal information

During the reporting year the NSWEC received no privacy related complaints.

## Accountability

### Joint Standing Committee on Electoral Matters

In March 2009, the then Premier, the Hon Nathan Rees MP referred to the Joint Standing Committee on Electoral Matters (JSCEM), Parliament of New South Wales matters relating to the conduct of the 2008 Local Government Elections. The Committee invited the NSWEC, all councils, registered political parties and other stakeholders to make submissions to the inquiry. The Committee also conducted public hearings.

The NSWEC made available to the JSCEM its report on the conduct of the Local Government Elections 2008 and the individual reports prepared for each council of the conduct of the elections within their Local Government area. As part of its inquiry the Committee engaged a recognised accounting firm to conduct an independent review of the cost of the elections and charges to councils. The report of this review concluded "that nothing has come to our attention that causes us to believe that the costs passed onto Local Councils in relation to the 2008 Local Government Elections are unreasonable."

The JSCEM reported in June 2010. The report contained 16 recommendations to assist in the conduct of future Local Government elections, ranging from the introduction of a 'Service Charter' for Local Government elections to an amendment to the *Local Government Act 1993* to allow councils to opt to use universal postal voting as the method of election.

The Committee's report states that "while the Committee has identified a number of areas where improvements can be made in the management of the services by the Electoral Commission, the Committee was not critical of the conduct of the elections overall".

In fact, the Committee acknowledged that the NSWEC's conduct of the 2008 Local Government Elections provided a comprehensive, transparent and impartial service to councils.

Further, the Committee accepted that to ensure the integrity of council elections, the NSWEC should continue to conduct all elections.

The report is still being considered by the NSW Government.

### Complaints Handling

The NSWEC assesses its performance through stakeholder feedback, including enquiries, suggestions and complaints. A non-election year always sees less stakeholder contact.

Complaints received about electoral or enrolment services are referred to the NSWEC Complaints Co-ordinator. Complaints or allegations of illegal conduct by parties, candidates or NSWEC staff are referred to the Senior Legal Officer.

In the last financial year the NSWEC received 15 written complaints, nine by letter and six by email. Complaint topics concerned:

- election material (promotional material produced by political parties or candidates);
- NSWEC website; and
- the electoral roll.

All complaints were resolved in the required timeframes.

A number of complaints were received by the NSWEC from electors dissatisfied with receiving a non-voter's fine. The NSWEC cannot uphold complaints about policies or procedures that are required to be in place by law such as compulsory voting or non-voters' fines. Similarly, complaints received by the NSWEC which deal with subjects not legislated by the NSWEC, such as media reporting, cannot be dealt with by the NSWEC.

### Internal Review

In the 2009/10 the Electoral Commissioner received one request for a case review of a complaint. The Electoral Commissioner investigated this request and found that the complainant should be referred to another body to pursue the complaint.

### Feedback and Complaints Policy

In June 2010 the NSWEC revised its Feedback and Complaints Policy and supporting mechanisms to ensure that all feedback received is handled in accordance with the NSW Ombudsman's complaints handling recommendations.

This resulted in a number of improvements to the complaints handling process at the NSWEC, including the introduction of an online feedback form on the NSWEC website. All complaints are logged into a centralised complaints database and information used to improve services at the NSWEC.

### Planning and Performance Measurement

Performance reporting is an integral part of the service delivery improvement and accountability function at the NSWEC. Under the NSW State Plan and relevant legislation such as the *Parliamentary Electorates and Elections Act 1912* the NSWEC is required to produce reports on our performance in conducting elections.

During the reporting year, the NSWEC worked on a number of publications, including the NSWEC 2008/09 Annual Report and reports on Local Government by-elections undertaken during 2009/10. Work began also on the report on the Penrith State By-election held in June 2010.

The 2008/09 NSWEC Annual Report was tabled in Parliament in November 2009, and in April 2010 won a Silver Award at the 2010 Australasian Reporting Awards and was also the winner of the Best First Time Entry Award.

During the reporting year the NSWEC also reviewed and updated a range of NSWEC policies and staff guides to policies including:

- Risk Management;
- Feedback and Complaints Handling;
- Privacy; and
- Access to Government Information (GIPA).

In 2009/10 the Performance Measurement team also worked on the following documents:

- the NSWEC's submissions to the Joint Standing Committee on Electoral Matters inquiries into the Local Government Elections 2008;
- STEC comparative performance measurement paper; and
- surveys of the SGE 2011 RO recruitment process.

During the year the Performance Measurement team participated in the Joint Electoral Council of Australia's electoral research workshop in December 2009.

The NSWEC conducted a Corporate Planning Workshop in April 2010 at the NSWEC. The outcomes of this workshop provided the basis for the NSW State Election 2011 Service Commitment Charter, due for release in October 2010.

### Challenges and Future Directions

In the next financial year the NSWEC will focus on planning and conducting stakeholder surveys and the report of the NSW State Election 2011 to submit to Parliament.

After the election the NSWEC will also review and update the 2008-2011 Corporate Plan to reflect our new goals and service measures for the next four years. We will also update our Results and Services Plan to reflect the recent changes to the corporate structure of the NSWEC.

Under STEC the NSWEC will continue to work to standardise the definition and calculation of electoral statistics across jurisdictions.

## 4 Financial Performance

|   |    |
|---|----|
| Financial Performance                   | 68 |
| Statement by the Electoral Commissioner | 71 |
| Independent Auditor's Report            | 72 |
| Audited Financial Statements            | 74 |



## Performance Summary

- Revenue of \$1.138m
- Net cost of services \$19.193m
- Cost of Penrith State By-election \$382,000
- 90.85% of all accounts paid on time

## Future Directions

- Managing operational costs associated with SGE 2011 such as:
  - voting prior to election day
  - logistics
  - election staff salaries
  - RO accommodation
  - EMA software
- Planning for 2012 Local Government elections



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

The NSWEC has in place budgeting and reporting systems to manage and monitor expenditure and carries out its functions in accordance with the Public Finance and Audit Act 1983 and the NSW Treasurer's directions. The financial results reflect the nature of the four year election event cycle.

## Revenue

The NSWEC receives most of its funds from the NSW Government in the form of consolidated fund appropriation. This is used to meet both recurrent and capital expenditures, including payments made to candidates and political parties as required by legislation. Our initial 2009/10 recurrent consolidated fund allocation was \$15.137m and capital appropriation \$5.974m.

Additional funds of \$1.5m were bought forward from 2010/11 for the NSW State Election along with \$262,000 for payments by the Election Funding Authority. Supplementary capital funding of \$6.3m was received primarily to build the SmartRoll system.

Revenue of \$1.138m was comprised of \$949,000 earnings from conducting the Local Government by-elections, statutory and industrial ballots and \$147,000 from interest earnings, \$42,000 from sales of goods and services.

## Expenses

Expenses were \$754,000 under budget at \$20.316m. The net cost of services for the year ending 30 June 2010 was \$19.193m. This was under budget by \$583,000. The fall in operating costs from the previous year can be accounted for by no major state wide election event being conducted in 2009/10.

## Assets

The NSWEC has \$18.716m in assets at 30 June 2010. The value of assets increased by \$3.331m from the previous year largely a result of information technology investment. Current assets such as cash and receivables are valued at \$2.999m. Non current assets such as plant and equipment and intangibles are valued at \$15.717m.

## Liabilities

The total liabilities for the NSWEC at 30 June 2010 are \$2.748m, a decrease of \$2.677m since last year. This is primarily due to the repayment of a Treasury advance following the collection of the remainder of invoices from local councils for the conduct of the 2008 Local Government Elections.

## Consultancies

The NSW Premier's Department requires the NSWEC to declare details of consultants engaged in 2009/10 costing over \$50,000 per engagement and for consultants engaged for less than \$50,000 per engagement, the total cost, number of and nature of those consultancies. In line with the NSW government policy, consultants are engaged only when the required professional expertise is not available internally or cannot be provided in a more cost effective manner. The NSW Premier's Department defines a consultant as "a person or organisation engaged under contract on a temporary basis to provide recommendations or high-level specialist or professional advice to assist decision-making by management".

The NSWEC did not have any consultancies over \$50,000 during the reporting year.

The NSWEC had 23 consultancy engagements in 2009/10 at a total cost of \$216,943.

**Table 14:** Investment and Nature of Consultancies at the NSWEC 2009/10

| Nature of Consultancy     | Cost             |
|---------------------------|------------------|
| Information technology    | \$111,818        |
| Audit and Risk Management | \$7,200          |
| Corporate Communications  | \$48,785         |
| Training                  | \$49,140         |
| <b>Total</b>              | <b>\$216,943</b> |

## Major Works

The NSWEC undertook five major works during the financial year, all of which were delivered under budget and without significant delay, amendment or cancellation. Total investment during 2009/10 in Major Works was \$10.486m.

## Penrith State By-election Costs

The budget provided by NSW Treasury for the Penrith State By-election was \$370,000. The actual expenditure as at 30 June 2010 was \$382,000, a 3.24% variation from budget.

## Local Government Election and By-election Costs

Local Government elections and by-elections are conducted on a cost recovery basis. The total cost of conducting the 15 Local Government by-elections and one Local Government election during 2009/10 was \$662,205. Ten councils were invoiced for services in the 2009/10 financial year. The NSWEC has recovered 100% of those costs for those councils invoiced during the financial year.



### NSW State Election 2011 Costs

The budget provided by NSW Treasury for the NSW State Election 2011 in 2009/10 was \$4.102m and the actual expenditure was \$3.620m, an 11.8% underspend. These unspent funds have been rolled into 2010/11 to meet the NSW State Election 2011 programme.

### Leave Entitlements

Recreation leave accruals for some officers are in excess of the maximum accrual. The NSWEC is working to an agreed plan to reduce leave balances and ensure that all employee leave is in line with the Public Service Conditions of Employment Award. Consistent with the award, the NSWEC aims to reduce leave balances for officers with balances over 30 days to between 20 to 30 days, on an ongoing basis, and for all officers to take at least two consecutive weeks leave every 12 months.

Details of leave entitlements are:

|                     |        |
|---------------------|--------|
| Recreation Leave:   | \$496K |
| Long Service Leave: | \$631K |

### Performance Analysis

The NSWEC performed well against its Corporate Plan financial targets, with \$583,000 in savings on budgeted Net Cost of Services of \$19.776m.

The percentage of the NSWEC's expenditure devoted to corporate overheads was 26%, which was in line with the increased resources required to plan for the NSW State Election 2011.

The cost per elector was \$8.23 for the Penrith State By-election, whilst the cost per elector for the 2008 Local Government Elections at \$5.71 was lower due to the economy of scale of a state wide election event.

The annual growth target for new business revenue in the NSWEC 2008-11 Corporate Plan is 5%, however due to the focus on planning for the NSW State Election 2011 the growth level achieved was negative 17%.

The payment performance indicators reflect a good performance, with 90.9% of all accounts paid on time (target 100%). Appendix 7 outlines NSWEC quarterly payment performance outcomes.

## Statement by the Electoral Commissioner

Pursuant to Section 45F of the *Public Finance and Audit Act 1983*, I, to the best of my knowledge and belief state that:

- The accompanying financial statements have been prepared in accordance with the provisions of the *Public Finance and Audit Act 1983*, the Financial Reporting Code for Budget Dependent General Government Sector Agencies, the applicable clauses of the Public Finance and Audit Regulation 2010 and the Treasurer's Directions;
- The statements exhibit a true and fair view of the financial position of the NSW Electoral Commission as at 30 June 2010, and transactions for the year then ended; and
- There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Colin Barry  
Electoral Commissioner  
24 September 2010





11-11 3018 17  
Sydney NSW 2001

## INDEPENDENT AUDITOR'S REPORT NSW SOUTH WALES ELECTORAL COMMISSION

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of New South Wales Electoral Commission (the Commission), which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity, statement of cash flows, and a summary of compliance with financial objectives for the year then ended, a summary of significant accounting policies and other explanatory notes.

### Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Commission as at 30 June 2010, and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations);
- are in accordance with section 45E of the Public Finance and Audit Act 1983 (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

### Electoral Commissioner's Responsibility for the Financial Statements

The Electoral Commissioner is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Commission's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Commission's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Electoral Commissioner, as well as evaluating the overall presentation of the financial statements.

The level that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does not provide assurance:

- about the future viability of the Commission,
- that it has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial statements.

### Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.

A. T. Whitfield  
Acting Auditor-General

29 September 2010  
SYDNEY

## Statement of Comprehensive Income

for the year ended 30 June 2010

|   | Notes | Actual<br>2010<br>\$'000 | Budget<br>2010<br>\$'000 | Actual<br>2009<br>\$'000 |
|---|-------|--------------------------|--------------------------|--------------------------|
| <b>Expenses excluding losses</b>  |       |                          |                          |                          |
| <b>Operating expenses</b>   |       |                          |                          |                          |
| Employee related  | 2(a)  | 7,338                    | 6,365                    | 5,995                    |
| Other operating expenses  | 2(b)  | 2,353                    | 3,033                    | 4,380                    |
| Depreciation and amortisation   | 2(c)  | 2,601                    | 2,318                    | 2,175                    |
| Other expenses  | 2(d)  | 8,024                    | 9,354                    | 26,728                   |
| <b>Total expenses excluding losses</b>                                    |       | <b>20,316</b>            | <b>21,070</b>            | <b>39,278</b>            |
| <b>Revenue</b>  |       |                          |                          |                          |
| Sale of goods and services  | 3(a)  | 991                      | 1,141                    | 24,495                   |
| Investment revenue  | 3(b)  | 147                      | 153                      | 492                      |
| Other revenue   | 3(c)  | –                        | –                        | 19                       |
| <b>Total revenue</b>  |       | <b>1,138</b>             | <b>1,294</b>             | <b>25,006</b>            |
| <b>Loss on disposal of assets</b>   | 4     | <b>15</b>                | <b>–</b>                 | <b>9</b>                 |
| <b>Net cost of services</b>   | 22    | <b>19,193</b>            | <b>19,776</b>            | <b>14,281</b>            |
| <b>Government Contributions</b>   |       |                          |                          |                          |
| Recurrent appropriation   | 5     | 13,806                   | 15,137                   | 12,901                   |
| Capital appropriation   | 5     | 10,585                   | 5,974                    | 3,129                    |
| Acceptance by the Crown Entity of employee benefits and other liabilities | 6     | 810                      | 307                      | 18                       |
| <b>Total government contributions</b>                                     |       | <b>25,201</b>            | <b>21,418</b>            | <b>16,048</b>            |
| <b>Surplus for the year</b>   |       | <b>6,008</b>             | <b>1,642</b>             | <b>1,767</b>             |
| Other Comprehensive Income  |       | –                        | –                        | –                        |
| <b>Total comprehensive income for the year</b>                            |       | <b>6,008</b>             | <b>1,642</b>             | <b>1,767</b>             |

The accompanying notes form part of these financial statements.

## Statement of Changes in Equity

for the year ended 30 June 2010

|  | Notes | Accumulated<br>Funds<br>\$'000 | Total<br>\$'000 |
|--|-------|--------------------------------|-----------------|
| <b>Balance at 1 July 2009</b>                  |       | 9,960                          | 9,960           |
| Surplus for the year                           |       | 6,008                          | 6,008           |
| <b>Total other comprehensive income</b>        |       | –                              | –               |
| <b>Total comprehensive income for the year</b> |       | <b>6,008</b>                   | <b>6,008</b>    |
| <b>Balance at 30 June 2010</b>                 |       | <b>15,968</b>                  | <b>15,968</b>   |
| <b>Balance at 1 July 2008</b>                  |       | 8,193                          | 8,193           |
| Surplus for the year                           |       | 1,767                          | 1,767           |
| <b>Total other comprehensive income</b>        |       | –                              | –               |
| <b>Total comprehensive income for the year</b> |       | <b>1,767</b>                   | <b>1,767</b>    |
| <b>Balance at 30 June 2009</b>                 |       | <b>9,960</b>                   | <b>9,960</b>    |

The accompanying notes form part of these financial statements.



## Statement of Financial Position

as at 30 June 2010

|                                      | Notes | Actual<br>2010<br>\$'000 | Budget<br>2010<br>\$'000 | Actual<br>2009<br>\$'000 |
|--------------------------------------|-------|--------------------------|--------------------------|--------------------------|
| <b>Assets</b>                        |       |                          |                          |                          |
| <b>Current assets</b>                |       |                          |                          |                          |
| Cash and cash equivalents            | 9     | 2,208                    | 4,116                    | 4,155                    |
| Receivables                          | 10    | 680                      | (1,631)                  | 3,369                    |
| Inventories                          | 11    | 32                       | –                        | –                        |
| Other                                | 12    | 79                       | 111                      | 111                      |
| <b>Total current assets</b>          |       | <b>2,999</b>             | <b>2,596</b>             | <b>7,635</b>             |
| <b>Non-current assets</b>            |       |                          |                          |                          |
| Plant and equipment                  | 13    | 2,637                    | 1,269                    | 1,871                    |
| Intangible assets                    | 14    | 13,080                   | 10,137                   | 5,879                    |
| <b>Total non-current assets</b>      |       | <b>15,717</b>            | <b>11,406</b>            | <b>7,750</b>             |
| <b>Total assets</b>                  |       | <b>18,716</b>            | <b>14,002</b>            | <b>15,385</b>            |
| <b>Liabilities</b>                   |       |                          |                          |                          |
| <b>Current liabilities</b>           |       |                          |                          |                          |
| Payables                             | 16    | 1,361                    | 1,392                    | 1,392                    |
| Provisions                           | 17    | 685                      | 671                      | 671                      |
| Other                                | 18    | 447                      | 3,100                    | 3,100                    |
| <b>Total current liabilities</b>     |       | <b>2,493</b>             | <b>5,163</b>             | <b>5,163</b>             |
| <b>Non-current liabilities</b>       |       |                          |                          |                          |
| Provisions                           | 17    | 255                      | 250                      | 262                      |
| <b>Total non-current liabilities</b> |       | <b>255</b>               | <b>250</b>               | <b>262</b>               |
| <b>Total liabilities</b>             |       | <b>2,748</b>             | <b>5,413</b>             | <b>5,425</b>             |
| <b>Net assets</b>                    |       | <b>15,968</b>            | <b>8,589</b>             | <b>9,960</b>             |
| <b>Equity</b>                        |       |                          |                          |                          |
| Accumulated funds                    |       | 15,968                   | 8,589                    | 9,960                    |
| <b>Total equity</b>                  |       | <b>15,968</b>            | <b>8,589</b>             | <b>9,960</b>             |

The accompanying notes form part of these financial statements.

## Statement of Cash Flows

for the year ended 30 June 2010

|  | Notes | Actual<br>2010<br>\$'000 | Budget<br>2010<br>\$'000 | Actual<br>2009<br>\$'000 |
|--|-------|--------------------------|--------------------------|--------------------------|
| <b>Cash flows from operating activities</b>                                      |       |                          |                          |                          |
| <b>Payments</b>  |       |                          |                          |                          |
| Employee related   |       | (6,410)                  | (5,971)                  | (6,152)                  |
| Other  |       | (13,139)                 | (14,729)                 | (35,406)                 |
| <b>Total payments</b>  |       | <b>(19,549)</b>          | <b>(20,700)</b>          | <b>(41,558)</b>          |
| <b>Receipts</b>  |       |                          |                          |                          |
| Sale of goods and services   |       | 4,234                    | 1,141                    | 26,778                   |
| Interest received  |       | 179                      | 153                      | 543                      |
| Other  |       | 2,018                    | 7,330                    | 2,524                    |
| <b>Total receipts</b>  |       | <b>6,432</b>             | <b>8,624</b>             | <b>29,845</b>            |
| <b>Cash flows from government</b>  |       |                          |                          |                          |
| Recurrent appropriation  |       | 14,253                   | 15,137                   | 26,713                   |
| Capital appropriation  |       | 10,585                   | 5,974                    | 3,129                    |
| Cash transfer to the consolidated fund   |       | (3,100)                  | (3,100)                  | (16,900)                 |
| <b>Net cash flows from government</b>  |       | <b>21,738</b>            | <b>18,011</b>            | <b>12,942</b>            |
| <b>Net cash flows from operating activities</b>                                  | 22    | <b>8,621</b>             | <b>5,935</b>             | <b>1,229</b>             |
| <b>Cash flows from investing activities</b>                                      |       |                          |                          |                          |
| Purchases of plant and equipment and intangibles                                 |       | (10,571)                 | (5,974)                  | (3,141)                  |
| Proceeds from sale of land and buildings, plant and equipment and infrastructure |       | 3                        | –                        | –                        |
| <b>Net cash flows from investing activities</b>                                  |       | <b>(10,568)</b>          | <b>(5,974)</b>           | <b>(3,141)</b>           |
| <b>Cash flows from financing activities</b>                                      |       |                          |                          |                          |
| <b>Net cash flows from financing activities</b>                                  |       | <b>–</b>                 | <b>–</b>                 | <b>–</b>                 |
| <b>Net increase/(decrease) in cash</b>   |       | <b>(1,947)</b>           | <b>(39)</b>              | <b>(1,912)</b>           |
| Opening cash and cash equivalents  |       | 4,155                    | 2,002                    | 6,067                    |
| <b>Closing cash and cash equivalents</b>   | 9     | <b>2,208</b>             | <b>1,963</b>             | <b>4,155</b>             |

The accompanying notes form part of these financial statements.

## Summary of Compliance with Financial Directives

|   | 2010                                 |   |                                    |   | 2009                                 |  |                                    |   |
|---|--------------------------------------|---|------------------------------------|---|--------------------------------------|--|------------------------------------|---|
|   | Recurrent<br>Appropriation<br>\$'000 | Expenditure/<br>Net Claim on<br>Consolidated Fund<br>\$'000 | Capital<br>Appropriation<br>\$'000 | Expenditure/<br>Net Claim on<br>Consolidated Fund<br>\$'000 | Recurrent<br>Appropriation<br>\$'000 | Expenditure/<br>Net Claim on<br>Consolidated<br>\$'000 | Capital<br>Appropriation<br>\$'000 | Expenditure/<br>Net Claim on<br>Consolidated Fund<br>\$'000 |
| <b>Original budget appropriation/expenditure</b>  |                                      |   |                                    |   |                                      |  |                                    |   |
| Appropriation Act   | 15,137                               | 15,137  | 5,974                              | 5,974   | 31,444                               | 28,344   | 1,800                              | 1,800   |
|   | 15,137                               | 15,137  | 5,974                              | 5,974   | 31,444                               | 28,344   | 1,800                              | 1,800   |
| <b>Other appropriations/expenditure</b>   |                                      |   |                                    |   |                                      |  |                                    |   |
| Treasurer's advance   | 1,762                                | 1,315   | 6,300                              | 4,611   | 4,071                                | 3,660  | 2,300                              | 1,329   |
|   | 1,762                                | 1,315   | 6,300                              | 4,611   | 4,071                                | 3,660  | 2,300                              | 1,329   |
| <b>Total appropriation expenditure/<br/>net claim on consolidated fund<br/>(includes transfer payments)</b> | 16,899                               | 16,452  | 12,274                             | 10,585  | 35,515                               | 32,004   | 4,100                              | 3,129   |
| <b>Amount draw down against<br/>appropriation</b>   | –                                    | 16,899  | –                                  | 10,585  | –                                    | 35,104   | –                                  | 3,129   |
| <b>Liability to consolidated fund</b>   | –                                    | 447   | –                                  | –   | –                                    | 3,100  | –                                  | –   |

The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

The "Liability to Consolidated Fund" represents the difference between the "Amount drawn down against Appropriation" and the "Total Expenditure/Net Claim on Consolidated Fund".

The accompanying notes form part of these financial statements.

## Notes to the Financial Statements

for the year ended 30 June 2010

### I. Summary of Significant Accounting Policies

#### (a) Reporting entity

The New South Wales Electoral Commission (NSWEC) is an independent statutory authority established under the parliamentary Electorates and Elections Act 1912 No 41. We conduct state elections, local council elections, NSW Aboriginal Land Councils and certain statutory elections.

The NSWEC is a NSW government department. The NSWEC is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units. The reporting entity is consolidated as part of the NSW Total State Sector Accounts.

These financial statements for the year ended 30 June 2010 have been authorised for issue by the Electoral Commissioner on 24 September 2010.

#### (b) Basis of preparation

The NSWEC's financial statements are general purpose financial statements which have been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)
- the requirements of the Public Finance and Audit Act 1983 and Regulation and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Plant and equipment are measured at fair value. Other financial statements items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

#### (c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

#### (d) Administered activities

The NSWEC administers, but does not control, certain activities on behalf of the Crown Entity. It is accountable for the transactions relating to those administered activities but does not have the discretion, for example, to deploy the resources for the achievement of the NSWEC's own objectives.

Transactions and balances relating to the administered activities are not recognised as the NSWEC's revenue, expenses, assets and liabilities, but are disclosed in the accompanying schedules as "Administered Income" and "Administered Expenses".

The accrual basis of accounting and applicable accounting standards has been adopted.

#### (e) Insurance

The NSWEC's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past claim experience.



## (f) Accounting for the Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of GST, except that:

- The amount of GST incurred by the NSWEC as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense and
- Receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

## (g) Revenue recognition

Revenue is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.

### (i) Parliamentary appropriations and contributions

Except as specified below, parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as revenue when the NSWEC obtains control over the assets comprising the appropriations/contributions. Control over appropriations and a contribution is normally obtained upon the receipt of cash.

Appropriations are not recognised as income when the appropriations are unspent at year end. Unspent appropriations are recognised as liabilities rather than income, as the authority to spend the money lapses and the unspent amount must be repaid to the Consolidated Fund.

The liability is disclosed in Note 18 as part of "Current Liabilities—Other". The amount will be repaid and the liability will be extinguished next financial year. Any liability in respect of transfer payments is disclosed in Note 23 "Administered assets".

### (ii) Sale of goods

Revenue from the sale of goods is recognised as revenue when the NSWEC transfers the significant risks and rewards of ownership of the assets.

### (iii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

### (iv) Investment revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 Financial Instruments: Recognition and Measurement.

## (h) Assets

### (i) Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the NSWEC. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

Where payment for asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. the deferred payment amount is effectively discounted at an asset-specific rate.

### (ii) Capitalisation thresholds

Plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

The costs of assets or parts of an asset that form part of a network (e.g. computer system and office furniture) should be aggregated together when applying the capitalization threshold. For example, although each individual item making up a set of office furniture may not be material, the total cost of the network could well exceed \$5,000 and therefore should be capitalized.

### (iii) Revaluation of plant and equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current assets at Fair Value" Policy and Guidelines Paper (TPP 07-1). This policy adopts fair value in accordance with the AASB 116 Property, Plant and Equipment.

Plant and equipment is measured on an existing use basis, where there are no feasible alternative uses in the existing natural, legal, financial and socio-political environment. However, in the limited circumstances where there are feasible alternative uses, assets are valued at their highest and best use.

Fair value of plant and equipment is determined based on the best available market evidence, including current market selling prices for the same or similar assets. Where there is no available market evidence, the asset's fair value is measured at its market buying price, the best indicator of which is depreciated replacement cost.

The NSWEC's non-current assets are comprised wholly of plant and equipment, which are valued at fair value.

### (iv) Impairment of plant and equipment

As a not-for-profit entity with no cash generating units, the NSWEC is effectively exempted from AASB 136 Impairment of Assets and impairment testing. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

### (v) Depreciation of plant and equipment

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the NSWEC.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

| Asset Type             | Useful Life                                    |
|------------------------|--|
| Computer Equipment     | 4 Years  |
| Plant and Equipment    | 7 Years  |
| Furniture and Fixtures | 8 Years  |
| Leasehold Improvements | 7 Years or to the end of the lease, if shorter |

### (vi) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

## Notes to the Financial Statements

for the year ended 30 June 2010

### (vii) Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

### (viii) Leased assets

Operating lease payments are charged to the Statement of Comprehensive Income in the periods in which they are incurred.

No assets have been acquired under finance lease arrangements.

### (ix) Intangible assets

The NSWEC recognises intangible assets only if it is probable that future economic benefits will flow to the NSWEC and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition. Currently, the NSWEC's intangible assets solely comprise software.

All research costs are expensed. Development costs are only capitalised when certain criteria are met.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the NSWEC's intangible assets, the assets are carried at cost less any accumulated amortisation.

The NSWEC's intangible assets are amortised using the straight line method over a period of between 4 years and 8 years.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount the carrying amount is reduced to recoverable amount and the reduction is recognised as an impairment loss.

### (x) Inventories

Inventories held for distribution are stated at cost, adjusted when applicable, for any loss of service potential. A loss of service potential is identified and measured based on the existence of a current replacement cost that is lower than the carrying amount. Inventories (other than those held for distribution) are stated at the lower of cost and net realisable value.

### (xi) Receivables

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest rate method, less an allowance for any impairment of receivables. Any changes are accounted for in the Statement of Comprehensive Income when impaired or derecognised.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

### (xii) Other assets

Other assets are recognised on a cost basis.

## (i) Liabilities

### (i) Payables

These amounts represent liabilities for goods and services provided to the NSWEC and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at

## Notes to the Financial Statements

for the year ended 30 June 2010

amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

### (ii) Employee benefits and other provisions

#### (a) Salaries and wages, annual leave, sick leave and on-costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that fall due wholly within 12 months of the reporting date are recognised and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Long-term annual leave that is not expected to be taken within twelve months is measured at present value in accordance with AASB 119 Employee Benefits. Market yields on government bonds of 3.60% are used to discount long-term annual leave.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

#### (b) Long service leave and superannuation

The NSWEC's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The NSWEC accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary income item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 09/04) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

### (iii) Other provisions

Other provisions exist when: the NSWEC has a present legal or constructive obligation as a result of a past event; it is probable that an outflow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of the obligation.

If the effect of the time value of money is material, provisions are discounted at 5.71%, which is a pre-tax rate that reflects the current market assessments of the time value of money and the risks specific to the liability.

## (j) Equity and reserves

### (a) Accumulated Funds

The category accumulated funds includes all current and prior period retained funds.

## (k) Budgeted amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s 21A, s 24 and/or s 26 of the Public Finance and Audit Act 1983.



# Notes to the Financial Statements

for the year ended 30 June 2010

The budgeted amounts in the Statement of Comprehensive Income and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts; i.e. per the audited financial statement (rather than the carried forward estimates).

## (l) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

## (m) Adoption of New and Revised Accounting Standards/Interpretation

AASB 101 Presentation of Financial Statements (Compiled Jun 2009)

## (n) New Australian Accounting Standards issued but not effective

AASB 1 First-time Adoption of Australian Accounting Standards (Compiled Feb 2010)

AASB 7 Financial Instruments: Disclosures (Compiled Feb 2010)

AASB 8 Operating Segments (Compiled Dec 2009)

AASB 9 Financial Instruments (Compiled Dec 2009)

AASB 101 Presentation of Financial Statements (Compiled Jun 2009)

AASB 107 Statement of Cash Flows (Compiled Jun 2009)

AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors (Compiled Dec 2009)

AASB 110 Events after the Reporting Period (Compiled Dec 2009)

AASB 117 Lease (Compiled Jun 2009)

AASB 118 Revenue (Compiled May 2009)

AASB 119 Employee benefits (Compiled Dec 2009)

AASB 124 Related Party Disclosures (Compiled Dec 2009)

AASB 132 Financial Instruments: Presentation (Compiled Dec 2009)

AASB 136 Impairment of assets (Compiled Jun 2009)

AASB 137 Provisions, Contingent Liabilities and Contingent Assets (Compiled Dec 2009)

AASB 139 Financial Instruments: Recognition and Measurement (Compiled Dec 2009)

AASB 1031 Materiality (Compiled Dec 2009)

## 2. Expenses Excluding Losses

### (a) Employee related expenses

|   | 2010<br>\$'000 | 2009<br>\$'000 |
|---|----------------|----------------|
| Salaries and wages (including recreation leave) | 5,803          | 5,358          |
| Superannuation                                  |                |                |
| defined benefit Plan                            | 231            | 199            |
| defined contribution Plan                       | 312            | 253            |
| Long service leave                              | 631            | (199)          |
| Workers' compensation insurance                 | 25             | 68             |
| Payroll tax and fringe benefits tax             | 336            | 316            |
|   | <b>7,338</b>   | <b>5,995</b>   |

# Notes to the Financial Statements

for the year ended 30 June 2010

## 2. Expenses Excluding Losses (continued)

### (b) Other operating expenses include the following:

|   | 2010<br>\$'000 | 2009<br>\$'000 |
|---|----------------|----------------|
| Auditor's remuneration                      |                |                |
| audit or review of the financial statements | 52             | 63             |
| internal audit                              | 78             | 109            |
| Operating lease rental expense              |                |                |
| minimum lease payments                      | 800            | 741            |
| Advertising                                 | 47             | 257            |
| Consulting                                  | 217            | 553            |
| Electricity                                 | 41             | 39             |
| Insurance                                   | 61             | 57             |
| Legal fees                                  | 17             | –              |
| Low Pool Assets                             | 12             | 189            |
| Maintenance *                               | 13             | 2              |
| Postage                                     | 109            | 460            |
| Printing                                    | 141            | 297            |
| Recruitment                                 | 20             | 71             |
| Restoration costs                           | 12             | 11             |
| Software maintenance and licences           | 282            | 739            |
| Stationery                                  | 41             | 67             |
| Storage                                     | 21             | 29             |
| Telephone                                   | 50             | 57             |
| Training                                    | 58             | 63             |
| Travel                                      | 63             | 58             |
| Other                                       | 218            | 518            |
|   | <b>2,353</b>   | <b>4,380</b>   |

\*Reconciliation – Total Maintenance

## Notes to the Financial Statements

for the year ended 30 June 2010

### 2. Expenses Excluding Losses (continued)

|   | 2010<br>\$'000 | 2009<br>\$'000 |
|---|----------------|----------------|
| Maintenance expense – contracted labour and others (non-employee related), as above | 13             | 2              |
| Employee related maintenance expense included in Note 2(a)                          | –              | –              |
| <b>Total maintenance expense included in Note 2(a) and 2(b)</b>                     | <b>13</b>      | <b>2</b>       |

### (c) Depreciation and amortisation expense

|              |              |              |
|--------------|--------------|--------------|
| Depreciation | 762          | 631          |
| Amortisation | 1,839        | 1,544        |
|              | <b>2,601</b> | <b>2,175</b> |

### (d) Other expenses

|  |              |               |
|--|--------------|---------------|
| By-election  | 382          | 1,043         |
| General Election                                   | 3,620        | 541           |
| Joint Roll Agreement (payment to the Commonwealth) | 4,022        | 3,932         |
| Local Government Election                          | –            | 21,126        |
| Smart Roll   | –            | 86            |
|  | <b>8,024</b> | <b>26,728</b> |

### 3. Revenue

#### (a) Sale of goods and services

|   |            |               |
|---|------------|---------------|
| Sale of goods                                     | 42         | 33            |
| Rendering of services                             | 949        | 1,089         |
| Rendering of services – Local Government Election | –          | 23,373        |
|   | <b>991</b> | <b>24,495</b> |

#### (b) Investment revenue

|          |     |     |
|----------|-----|-----|
| Interest | 147 | 492 |
|----------|-----|-----|

#### (c) Other revenue

|       |   |    |
|-------|---|----|
| Other | – | 19 |
|-------|---|----|

## Notes to the Financial Statements

for the year ended 30 June 2010

### 4. Loss on disposal of Assets

|                                  | 2010<br>\$'000 | 2009<br>\$'000 |
|----------------------------------|----------------|----------------|
| Disposal of plants and equipment | 15             | 9              |

### 5. Appropriations

#### Recurrent appropriations

|  |               |               |
|--|---------------|---------------|
| Total recurrent draw-downs from NSW Treasury (per Summary of Compliance) | 16,899        | 35,104        |
| Less: Liability to Consolidated Fund (per Summary of Compliance)         | (447)         | (3,100)       |
|  | <b>16,452</b> | <b>32,004</b> |

#### Comprising:

|  |               |               |
|--|---------------|---------------|
| Recurrent appropriations (per Statement of Comprehensive Income) | 13,806        | 12,901        |
| Local Government Election Refunded                               | –             | 16,900        |
| Transfer payments  | 2,646         | 2,203         |
|  | <b>16,452</b> | <b>32,004</b> |

#### Capital Appropriations

|  |               |              |
|--|---------------|--------------|
| Total capital draw-downs from NSW Treasury (per Summary of Compliance) | 10,585        | 3,129        |
| Less: Liability to Consolidated Fund (per Summary of Compliance)       | –             | –            |
|  | <b>10,585</b> | <b>3,129</b> |

#### Comprising:

|  |        |       |
|--|--------|-------|
| Capital appropriations (per Statement of Comprehensive Income) | 10,585 | 3,129 |
|--|--------|-------|

### 6. Acceptance by the Crown Entity of Employee Benefits and Other Liabilities

|                    |            |           |
|--------------------|------------|-----------|
| Superannuation     | 231        | 199       |
| Long service leave | 566        | (193)     |
| Payroll tax        | 13         | 12        |
|                    | <b>810</b> | <b>18</b> |

### 7. Transfer Payments

|                            |       |       |
|----------------------------|-------|-------|
| Election Funding Authority | 2,646 | 2,203 |
|----------------------------|-------|-------|

## Notes to the Financial Statements

for the year ended 30 June 2010

### 8. Service Group Statement

The NSW Electoral Commission has one service group only. Details of the expenses, revenue, assets and liabilities for this service group are available in the Statement of Comprehensive Income and Statement of Financial Position. Service group statements therefore have not been prepared. Administered expenses and income are shown as a separate note.

### 9. Current Assets – Cash and Cash Equivalents

|                          | 2010<br>\$'000 | 2009<br>\$'000 |
|--------------------------|----------------|----------------|
| Cash at bank and on hand | 2,208          | 4,155          |

For the purposes of the Statement of Cash Flows, cash and cash equivalents include cash on hand and cash at bank.

Cash and cash equivalents assets recognised in the Statement of Financial Position are reconciled at the end of the financial year to the Statement of Cash Flows as follows:

|   |       |       |
|---|-------|-------|
| Cash and cash equivalents (per Statement of Financial Position) | 2,208 | 4,155 |
| Closing cash and cash equivalents (per Statement of Cash Flows) | 2,208 | 4,155 |

Refer Note 27 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

### 10. Current Assets – Receivables

|   |     |       |
|---|-----|-------|
| Sale of goods and services                  | 63  | 406   |
| Accrued income                              | 286 | 2,813 |
| GST recoverable from the taxation authority | 269 | 127   |
| Prepayments                                 | 62  | 23    |
|   | 680 | 3,369 |

For the year ended 30 June 2010, \$913.64 was written off as bad debts.

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are disclosed in Note 27.

### 11. Current Assets – Inventories

|                              |    |   |
|------------------------------|----|---|
| <b>Held for distribution</b> |    |   |
| Requisite election materials | 26 | – |
| <b>Held for resale</b>       |    |   |
| Requisite election materials | 6  | – |
|                              | 32 | – |

## Notes to the Financial Statements

for the year ended 30 June 2010

### 12. Current Assets – Other

|                         | 2010<br>\$'000 | 2009<br>\$'000 |
|-------------------------|----------------|----------------|
| Accrued interest income | 79             | 111            |

### 13. Non-Current Assets – Plant and Equipment

|                                     | Computer<br>Hardware<br>\$'000 | Furniture,<br>Fittings &<br>Leasehold<br>Improvement<br>\$'000 | Plant and<br>Equipment<br>\$'000 | Total<br>\$'000 |
|-------------------------------------|--------------------------------|--|----------------------------------|-----------------|
| <b>At 1 July 2009 – fair value</b>  |                                |  |                                  |                 |
| Gross carrying amount               | 1,456                          | 1,984  | 375                              | 3,815           |
| Accumulated depreciation            | (865)                          | (912)  | (167)                            | (1,944)         |
| Net carrying amount                 | 591                            | 1,072  | 208                              | 1,871           |
| <b>At 30 June 2010 – fair value</b> |                                |  |                                  |                 |
| Gross carrying amount               | 2,352                          | 2,296  | 649                              | 5,297           |
| Accumulated depreciation            | (1,265)                        | (1,209)  | (186)                            | (2,660)         |
| Net carrying amount                 | 1,087                          | 1,087  | 463                              | 2,637           |

#### Reconciliation

A reconciliation of the carrying amounts of plant and equipment at the beginning and end of the current reporting period is set out below:

|   | Computer<br>Hardware<br>\$'000 | Furniture,<br>Fittings &<br>Leasehold<br>Improvement<br>\$'000 | Plant and<br>Equipment<br>\$'000 | Total<br>\$'000 |
|---|--------------------------------|--|----------------------------------|-----------------|
| <b>Year ended 30 June 2010</b>                |                                |  |                                  |                 |
| Net carrying amount at start of the year      | 591                            | 1,072  | 208                              | 1,871           |
| Additions                                     | 896                            | 312  | 338                              | 1,546           |
| Disposals                                     | –                              | –  | (19)                             | (19)            |
| Depreciation expense                          | (400)                          | (297)  | (64)                             | (761)           |
| <b>Net carrying amount at end of the year</b> | <b>1,087</b>                   | <b>1,087</b>   | <b>463</b>                       | <b>2,637</b>    |



## Notes to the Financial Statements

for the year ended 30 June 2010

### 13. Non-Current Assets – Plant and Equipment (continued)

|                                     | Computer Hardware<br>\$'000 | Furniture, Fittings & Leasehold Improvement<br>\$'000 | Plant and Equipment<br>\$'000 | Total<br>\$'000 |
|-------------------------------------|-----------------------------|---|-------------------------------|-----------------|
| <b>At 1 July 2008 – fair value</b>  |                             |   |                               |                 |
| Gross carrying amount               | 1,258                       | 1,796   | 319                           | 3,373           |
| Accumulated depreciation            | (573)                       | (646)   | (125)                         | (1,344)         |
| <b>Net carrying amount</b>          | <b>685</b>                  | <b>1,150</b>  | <b>194</b>                    | <b>2,029</b>    |
| <b>At 30 June 2009 – fair value</b> |                             |   |                               |                 |
| Gross carrying amount               | 1,456                       | 1,984   | 375                           | 3,815           |
| Accumulated depreciation            | (865)                       | (912)   | (167)                         | (1,944)         |
| <b>Net carrying amount</b>          | <b>591</b>                  | <b>1,072</b>  | <b>208</b>                    | <b>1,871</b>    |

#### Reconciliation

A reconciliation of the carrying amounts of plant and equipment at the beginning and end of the current reporting period is set out below:

|   | Computer Hardware<br>\$'000 | Furniture, Fittings & Leasehold Improvement<br>\$'000 | Plant and Equipment<br>\$'000 | Total<br>\$'000 |
|---|-----------------------------|---|-------------------------------|-----------------|
| <b>Year ended 30 June 2009</b>                |                             |   |                               |                 |
| Net carrying amount at start of the year      | 685                         | 1,150   | 194                           | 2,029           |
| Additions                                     | 238                         | 188   | 56                            | 482             |
| Disposals                                     | (9)                         | –   | –                             | (9)             |
| Depreciation expense                          | (323)                       | (266)   | (42)                          | (631)           |
| <b>Net carrying amount at end of the year</b> | <b>591</b>                  | <b>1,072</b>  | <b>208</b>                    | <b>1,871</b>    |

## Notes to the Financial Statements

for the year ended 30 June 2010

### 14. Intangible Assets – Softwares

|                            | Software<br>\$'000 | WIP<br>\$'000 | Total<br>\$'000 |
|----------------------------|--------------------|---------------|-----------------|
| <b>At 1 July 2009</b>      |                    |               |                 |
| Gross carrying amount      | 10,798             | 459           | 11,257          |
| Accumulated Amortization   | (5,378)            | –             | (5,378)         |
| <b>Net Carrying amount</b> | <b>5,420</b>       | <b>459</b>    | <b>5,879</b>    |
| <b>At 30 June 2010</b>     |                    |               |                 |
| Gross carrying amount      | 14,391             | 5,906         | 20,297          |
| Accumulated Amortization   | (7,217)            | –             | (7,217)         |
| <b>Net Carrying amount</b> | <b>7,174</b>       | <b>5,906</b>  | <b>13,080</b>   |

#### Reconciliation

A reconciliation of the carrying amounts of intangible assets at the beginning and end of the current reporting period is set out below:

|   | Software<br>\$'000 | WIP<br>\$'000 | Total<br>\$'000 |
|---|--------------------|---------------|-----------------|
| <b>Year ended 30 June 2010</b>                |                    |               |                 |
| Net carrying amount at start of the year      | 5,420              | 459           | 5,879           |
| Additions                                     | 3,593              | 5,447         | 9,040           |
| Disposals                                     | –                  | –             | –               |
| Amortization expense                          | (1,839)            | –             | (1,839)         |
| <b>Net carrying amount at end of the year</b> | <b>7,174</b>       | <b>5,906</b>  | <b>13,080</b>   |
| <b>At 1 July 2008</b>                         |                    |               |                 |
| Gross carrying amount                         | 8,897              | –             | 8,897           |
| Accumulated Amortization                      | (4,134)            | –             | (4,134)         |
| <b>Net Carrying amount</b>                    | <b>4,763</b>       | <b>–</b>      | <b>4,763</b>    |
| <b>At 30 June 2009</b>                        |                    |               |                 |
| Gross carrying amount                         | 10,798             | 459           | 11,257          |
| Accumulated Amortization                      | (5,378)            | –             | (5,378)         |
| <b>Net Carrying amount</b>                    | <b>5,420</b>       | <b>459</b>    | <b>5,879</b>    |

## Notes to the Financial Statements

for the year ended 30 June 2010

### 14. Intangible Assets – Softwares (continued)

A reconciliation of the carrying amounts of intangible assets at the beginning and end of the current reporting period is set out below:

|   | Software<br>\$'000 | WIP<br>\$'000 | Total<br>\$'000 |
|---|--------------------|---------------|-----------------|
| <b>Year ended 30 June 2009</b>                |                    |               |                 |
| Net carrying amount at start of the year      | 4,763              | –             | 4,763           |
| Additions                                     | 2,201              | 459           | 2,660           |
| Disposals                                     | –                  | –             | –               |
| Amortization expense                          | (1,544)            | –             | (1,544)         |
| <b>Net carrying amount at end of the year</b> | <b>5,420</b>       | <b>459</b>    | <b>5,879</b>    |

### 15. Restricted Assets

|                                | 2010<br>\$'000 | 2009<br>\$'000 |
|--------------------------------|----------------|----------------|
| Liability to Consolidated Fund | 447            | 3,100          |

### 16. Current Liabilities – Payables

|                                      |              |              |
|--------------------------------------|--------------|--------------|
| Accrued salaries, wages and on-costs | 201          | 101          |
| Creditors                            | 1,160        | 1,291        |
|                                      | <b>1,361</b> | <b>1,392</b> |

## Notes to the Financial Statements

for the year ended 30 June 2010

### 17. Current/Non-Current Liabilities – Provisions

|   | 2010<br>\$'000 | 2009<br>\$'000 |
|---|----------------|----------------|
| <b>Current</b>  |                |                |
| <b>Employee benefits and related on-costs</b>           |                |                |
| Recreation leave (a)                                    | 496            | 544            |
| Long service leave on-costs (a)                         | 165            | 103            |
|   | <b>661</b>     | <b>647</b>     |
| <b>Other provisions</b>                                 |                |                |
| Lease incentive on rental                               | 24             | 24             |
| <b>Total current provisions</b>                         | <b>685</b>     | <b>671</b>     |
| <b>Non-current</b>                                      |                |                |
| <b>Employee benefits and related on-costs</b>           |                |                |
| Long service leave on-costs (a)                         | 9              | 5              |
| <b>Other provisions</b>                                 |                |                |
| Lease incentive on rental                               | 33             | 56             |
| Restoration costs (b)                                   | 213            | 201            |
|   | <b>246</b>     | <b>257</b>     |
| <b>Total non-current provisions</b>                     | <b>255</b>     | <b>262</b>     |
| <b>Aggregate employee benefits and related on-costs</b> |                |                |
| Provisions – current                                    | 661            | 647            |
| Provisions – non-current                                | 9              | 5              |
| Accrued salaries, wages and on-costs (Note 16)          | 201            | 101            |
|   | <b>871</b>     | <b>753</b>     |

## Notes to the Financial Statements

for the year ended 30 June 2010

### 17. Current/Non-Current Liabilities—Provisions (continued)

(a) The value of leave and on-costs expected to be taken within twelve months and after twelve months is as follows:

|   | 2010<br>\$'000 | 2009<br>\$'000 |
|---|----------------|----------------|
| <b>Short term—less than twelve months</b> |                |                |
| Recreation leave                          | 349            | 245            |
| Long service leave on-costs               | 9              | 5              |
|   | <b>358</b>     | <b>250</b>     |
| <b>Long term—after 12 months</b>          |                |                |
| Recreation leave                          | 147            | 299            |
| Long service leave on-costs               | 165            | 103            |
|   | <b>312</b>     | <b>402</b>     |

(b) A provision has been recognised for the estimated costs to be incurred for the make good clause on the Kent Street Office fit out once the lease term expires in seven years. A discount rate of 5.7% based on market yield on Commonwealth government bonds has been applied to reflect the present value of the estimated costs to be incurred.

### Movements in Other Provisions (Other than Employee Benefits)

Movements in each class of provisions during the financial year, other than employee benefits, are set out below:

|  | Lease<br>Incentive on<br>Rental<br>\$'000 | Restoration<br>Costs<br>\$'000 | Total<br>\$'000 |
|--|---|--------------------------------|-----------------|
| <b>2010</b>  |   |                                |                 |
| Carrying amount at the beginning of financial year | 80  | 202                            | 282             |
| Additional provisions recognised                   | —   | 11                             | 11              |
| Amounts used                                       | (23)                                      | —                              | (23)            |
| <b>Carrying amount at end of financial year</b>    | <b>57</b>                                 | <b>213</b>                     | <b>270</b>      |
| <b>2009</b>  |   |                                |                 |
| Carrying amount at the beginning of financial year | 131                                       | 190                            | 321             |
| Additional provisions recognised                   | —   | 12                             | 12              |
| Amounts used                                       | (51)                                      | —                              | (51)            |
| <b>Carrying amount at end of financial year</b>    | <b>80</b>                                 | <b>202</b>                     | <b>282</b>      |

## Notes to the Financial Statements

for the year ended 30 June 2010

### 18. Current Liabilities—Other

|                                | 2010<br>\$'000 | 2009<br>\$'000 |
|--------------------------------|----------------|----------------|
| Liability to Consolidated Fund | 447            | 3,100          |

### 19. Commitments for Expenditure

|   | 2010<br>\$'000 | 2009<br>\$'000 |
|---|----------------|----------------|
| <b>Operating Lease Commitments</b>  |                |                |
| Future non-cancellable operating lease rentals not provided for and payable |                |                |
| Not later than one year   | 1,546          | 1,164          |
| Later than one year and not later than five years                           | 4,001          | 4,478          |
| Later than five years   | 425            | 1,051          |
| <b>Total (including GST)</b>  | <b>5,972</b>   | <b>6,693</b>   |

These operating lease commitments are not recognised in the financial statements as liabilities. GST has been calculated at the rate of 10% and has been assumed to remain constant for the five years.

### 20. Contingent Liabilities and Contingent Assets

The NSWEC has no contingent liability as at 30 June 2010 (As at 30 June 2009, the NSWEC has no contingent liability.)

The NSWEC has no contingent assets (2009: Nil)

### 21. Budget Review

#### Net Cost of Services

The actual net cost of services was lower than budgeted by \$583,000. This was primarily due to lower expenditures on the election program.

#### Assets and Liabilities

Assets were above budget by \$4,714,000. This is primarily due to the increase in investment of system development for the Smart Roll program. Additional funding of \$5,500,000 was appropriated but not fully drawn for this purpose. Bill has passed both houses of Parliament and awaits the Governor General's proclamation before it comes into effect.

Liabilities were below budget by \$2,665,000. This is primarily due to the decrease in liability-others of \$2,653,000 following the recovery of 100% of Local Government receipts. A new liability to the consolidated fund of \$447,000 has been posted related to the State General Election program in March 2011.

#### Cash Flows

Closing Cash flow is above budget by \$245,000. The increase in cash was due to lower expenditures for the State General Election program than budgeted. A liability for \$447,000 has been provided for to repay the consolidated fund.



## Notes to the Financial Statements

for the year ended 30 June 2010

### 22. Reconciliation of Cash Flows from Operating Activities to Net Cost of Services

|   | 2010<br>\$'000  | 2009<br>\$'000  |
|---|-----------------|-----------------|
| Net cash flows on operating activities                                    | 8,621           | 1,229           |
| Cash flows from Government/appropriations                                 | (21,738)        | (12,942)        |
| Acceptance by the Crown Entity of employee benefits and other liabilities | (810)           | (17)            |
| Depreciation and amortisation   | (2,601)         | (2,175)         |
| Decrease/(increase) in provisions   | 8               | 81              |
| Increase/(decrease) in receivables and other assets                       | (2,689)         | (674)           |
| Decrease/(increase) in payables   | 31              | 226             |
| Net gain/(loss) on disposal of plant and equipment and intangible assets  | (15)            | (9)             |
| <b>Net cost of services</b>   | <b>(19,193)</b> | <b>(14,281)</b> |

### 23. Administered Assets and Liabilities

|                                   | 2010<br>\$'000 | 2009<br>\$'000 |
|-----------------------------------|----------------|----------------|
| <b>Administered assets:</b>       |                |                |
| Fines for failure to vote         | 766            | 330            |
| <b>Administrated liabilities:</b> |                |                |
| Fines for failure to vote         | –              | 12             |

### 24. Administered Expense—Debts Written Off

There were no debts written off which related to Administered Income (2009: Nil).

### 25. Administered Income

|                           |     |        |
|---------------------------|-----|--------|
| Fines for failure to vote | 999 | 10,026 |
|---------------------------|-----|--------|

## Notes to the Financial Statements

for the year ended 30 June 2010

### 26. Administered Assets—Schedule of Uncollected Amounts

There is \$ 933,750 to be collected for the fines (2009: \$7,736,000)

### 27. Financial Instruments

The NSWEC's principal financial instruments are outlined below. These financial instruments arise directly from the NSWEC's operations or are required to finance the NSWEC's operations. The NSWEC does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The NSWEC's main risks arising from financial instruments are outlined below, together with the NSWEC's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Electoral Commissioner has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the NSWEC, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit Committee on a continuous basis.

#### (a) Financial instrument categories

| Note                         | Category | Carrying Amount<br>2010<br>\$'000                | Carrying Amount<br>2009<br>\$'000 |
|------------------------------|----------|--|-----------------------------------|
| <b>Financial Assets</b>      |          |  |                                   |
| Class:                       |          |  |                                   |
| Cash and cash equivalents    | 9        | N/A  | 2,208                             |
| Receivables *                | 10       | Loans and receivables (at amortised cost)        | 410                               |
| <b>Financial Liabilities</b> |          |  |                                   |
| Class:                       |          |  |                                   |
| Payables **                  | 16       | Financial liabilities measured at amortised cost | 311                               |

Notes

\* Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).

\*\* Excludes statutory payables and unearned income (i.e. not within scope of AASB 7).

27. Financial Instruments (continued)

(b) Credit Risk

Credit risk arises when there is the possibility of the NSWEC's debtors defaulting on their contractual obligations, resulting in a financial loss to the NSWEC. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the NSWEC, including cash, receivables, and authority deposits. No collateral is held by the NSWEC. The NSWEC has not granted any financial guarantees.

Credit risk associated with the NSWEC's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury. The TCorp Hour Glass cash facility is discussed in para (e) below.

Receivables – trade debtors

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The NSWEC is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due (2010: \$12,966; 2009: \$380,800) these represent 100% of the total trade debtors.

The only financial assets that are past due or impaired are "sales of goods and services" in the "receivables" category of the statement of financial position.

27. Financial Instruments (continued)

|                             | Total*<br>\$'000 | Past due but<br>not impaired*<br>\$'000 | Considered<br>Impaired*<br>\$'000 |
|-----------------------------|------------------|---|-----------------------------------|
| <b>2010</b>                 |                  |   |                                   |
| < 3 months overdue          | 6                | 6                                       | –                                 |
| 3 months – 6 months overdue | –                | –                                       | –                                 |
| > 6 months overdue          | 8                | 8                                       | –                                 |
| <b>2009</b>                 |                  |   |                                   |
| < 3 months overdue          | 15               | 15                                      | –                                 |
| 3 months – 6 months overdue | 416              | 416                                     | –                                 |
| > 6 months overdue          | 8                | 8                                       | –                                 |

Notes \*

- Each column in the table reports "gross receivables".
- The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the "total" will not reconcile to the receivables total recognised in the statement of financial position.

(c) Liquidity risk

Liquidity risk is the risk that the NSWEC will be unable to meet its payment obligations when they fall due. The NSWEC continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

During the current and prior years, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. The NSWEC's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment.

27. Financial Instruments (continued)

The table below summarises the maturity profile of the NSWEC's financial liabilities, together with the interest rate exposure.

|          | Weighted Average Effective Interest Rate % | Nominal Amount \$'000 | Interest Rate Exposure |                        |                      | Maturity Dates |         |         |
|----------|--|-----------------------|------------------------|------------------------|----------------------|----------------|---------|---------|
|          |  |                       | Fixed Interest Rate    | Variable Interest Rate | Non-interest bearing | < 1 yr         | 1-5 yrs | > 5 yrs |
| 2010     |  |                       |                        |                        |                      |                |         |         |
| Payables | 3.5743                                     | 1,361                 | –                      | –                      | –                    | 1,361          | –       | –       |
| 2009     |  |                       |                        |                        |                      |                |         |         |
| Payables | 4.6738                                     | 1,392                 | –                      | –                      | –                    | 1,392          | –       | –       |

(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. NSWEC has no exposure to foreign currency risk and does not enter into commodity contracts.

(e) Interest rate risk

NSWEC does not have exposure to interest rate risk through interest bearing liabilities. NSWEC does not account for any fixed rate financial instruments at fair value through profit or loss or as available-for-sale. Therefore, for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The NSWEC's exposure to interest rate risk is set out below.

27. Financial Instruments (continued)

|                                | \$'000          |            |        |           |        |
|--------------------------------|-----------------|------------|--------|-----------|--------|
|                                | Carrying Amount | -1% Profit | Equity | 1% Profit | Equity |
| <b>2010</b>                    |                 |            |        |           |        |
| <i>Financial assets</i>        |                 |            |        |           |        |
| Cash and cash equivalents      | 2,208           | (22)       |        | 22        |        |
| Receivables                    | 410             |            |        |           |        |
| Financial assets at fair value |                 |            |        |           |        |
| Other financial assets         | 79              | (1)        |        | 1         |        |
| <i>Financial liabilities</i>   |                 |            |        |           |        |
| Payables                       | 311             |            |        |           |        |
| Borrowings                     | 447             |            |        |           |        |
| <b>2009</b>                    |                 |            |        |           |        |
| <i>Financial assets</i>        |                 |            |        |           |        |
| Cash and cash equivalents      | 4,155           | (42)       |        | 42        |        |
| Receivables                    | 428             |            |        |           |        |
| Financial assets at fair value |                 |            |        |           |        |
| Other financial assets         | 111             | (1)        |        | 1         |        |
| <i>Financial liabilities</i>   |                 |            |        |           |        |
| Payables                       | 375             |            |        |           |        |
| Borrowings                     | 3,100           |            |        |           |        |

(f) Fair value compared to carrying amount

Financial instruments are generally recognised at cost.

The amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short-term nature of many of the financial instruments.



# Notes to the Financial Statements

for the year ended 30 June 2010

## 27. Financial Instruments (continued)

### (g) Fair value recognised in the statement of financial position

NSWEC uses the following hierarchy for disclosing the fair value of financial instruments by valuation technique:

- Level 1 – Derived from quoted prices in active markets for identical assets/liabilities.
- Level 2 – Derived from inputs other than quoted prices that are observable directly or indirectly.
- Level 3 – Derived from valuation techniques that included inputs for the asset/liability not based on observable market data (unobservable inputs)

Except for the financial assets at carrying value disclosed in Note (f) above, NSWEC does not have any other financial instruments at fair value.

## 28. After Balance Date Events

There are no events subsequent to balance date which affect the financial statements.

## 29. Related party transaction

All transactions for the Election Funding Authority of New South Wales are conducted through the NSW Electoral Commissions' accounting framework. Within this framework, employee related expenses of \$888,983 (\$969,541 in 2009) and other operating expenses of \$237,272 (\$963,309 in 2009) are recognised as attribute to the EFA.

In the 2009 Financial Year, amendments to the *Election Funding and Disclosures Act 1981* were implemented, an important piece of legislation introduced by the government to increase the transparency and accountability of election campaign finance.

End of audited financial statements

## 5 Appendices

|  |     |
|--|-----|
| Appendix 1: Clubs, Statutory Boards and Industrial Elections                 | 104 |
| Appendix 2: Local Government By-election Informality and Participation Rates | 106 |
| Appendix 3: Non-voter Data for Local Government By-elections 2009/10         | 107 |
| Appendix 4: Senior Executive Service Profile                                 | 108 |
| Appendix 5: Overseas Visits and International Delegations                    | 109 |
| Appendix 6: Publications   | 110 |
| Appendix 7: Payment Performance Indicators                                   | 112 |

## Appendix 1: Clubs, Statutory Boards and Industrial Elections

| Month          | Organisation  | Election  |
|----------------|---|---|
| July 2009      | NSW Fisheries   | 2009 Election Management Advisory Committee                 |
| August 2009    | Clubs NSW   | 2009 Election of Regional Councillors – 13 Regions          |
|                | The Association of Professional Engineers, Scientists and Managers, Australia | NSW Branch – Committee of Management 2009/2010              |
| September 2009 | Cabra-Vale Ex-Active Servicemen's Club  | 2009 Election of the Board of Directors                     |
|                | Earlwood Ex-Servicemen's Club Ltd   | 2009 Election of the Board of Directors                     |
|                | ClubsNSW  | 2009 Election of Board of Directors – 2 Positions – Group 1 |
|                | Leichhardt Bowling & Recreation Club Ltd                                      | Election of the Board of Directors                          |
|                | TAB Agents Association of New South Wales                                     | 2009 Election of Executive and Management Committee         |
|                | The Australian Meat Industry Employees' Union Newcastle and Northern Branch   | Committee and Executive                                     |
|                | Milton Ulladulla Ex-Servos Club Ltd   | 2009 Election of the Board of Directors                     |
|                | Auburn Tennis & Recreation Club Ltd   | 2009 Election of the Board of Directors                     |
|                | NSW Gun Club  | 2009 Election of the Board of Directors                     |
| October 2009   | Rice Marketing Board  | 2009 Election of 3 Producer's Representatives               |
|                | Merimbula-Imlay Bowling Club  | 2009 Election of the Board of Directors                     |
|                | Wine Grapes Marketing Board   | 2009 Election of Board Members                              |
|                | Silverton Village Committee   | 2009 Election of Committee                                  |
|                | Banana Industry Committee   | 2009 Election – Tweed & Nambucca Regions                    |
|                | Tibooburra Village Committee Incorporated                                     | By-Election for 2 vacancies                                 |
|                | The Restaurant and Catering Industry Association                              | 2009 Election – Committee of Management and Secretary       |
| November 2009  | Aged Care Association Australia -NSW Committee                                | 2009 Election of 5 Casual Vacancies                         |
|                | Mingara Recreation Club   | 2009 Election of the Board of Directors                     |
|                | Riverina Citrus Committee   | 2009 Poll of Growers  |
|                | Bus and Coach Industrial Association (NSW)                                    | 2009 Election of Council Members                            |
|                | The Master Fish Merchants' Association of Australia                           | 2009 Election of the Committee of Management                |
|                | South Sydney Junior Rugby League Club Ltd                                     | 2009 Election of Directors                                  |
|                | The Local Government Engineers' Association of New South Wales                | 2010/2012 Committee of Management                           |
| December 2009  | Bus and Coach Industrial Association (NSW)                                    | 2009 Election of Office Bearers                             |
| January 2010   | Legion Cabs (Trading) Co-Operative Society Limited                            | 2010 Election of (6) Directors                              |

| Month         | Organisation  | Election   |
|---------------|---|--|
| February 2010 | West's Ashfield Leagues Club  | 2010 Election of 2 Board Members   |
| March 2010    | Auburn RSL Club Co Op Ltd -   | 2010 Election of the Board of Directors  |
|               | Shop Assistants and Warehouse Employees' Federation of Australia, Newcastle and Northern, New South Wales | Secretary/Treasurer and Assistant Secretary  |
|               | The Development and Environmental Professionals' Association  | 2010 Election of President, Vice Presidents (2), Secretary/Treasurer and Committee of Management members (6) |
|               | Smithfield RSL Club   | 2010 Election of the Board of Directors  |
| May 2010      | Rooty Hill RSL Club   | 2010 Election of the Board of Directors  |
|               | Five Dock RSL   | 2010 Election of the Board of Directors  |
|               | National Union of Workers, NSW Branch   | 2010 Election of Committee of Management   |
| June 2010     | Sydney Cricket Ground Trust   | 2010 Election of 2 Trustees  |
|               | New South Wales Independent Education Union   | 2010 Election of Branch Delegates to Council (20 regions)  |

## Appendix 2: Local Government By-election Informality and Participation Rates

| Council/Ward                           | Election Date    | Number NSW Electors Enrolled | Formal Votes | Informal Votes | Participation Rate % | Informality Rate % |
|--|------------------|------------------------------|--------------|----------------|----------------------|--------------------|
| Gwydir Shire Council                   | 11 July 2009     | 3867                         | 3200         | 51             | 84.1                 | 1.6                |
| Wakool Shire Council – C Ward          | 11 July 2009     | 1034                         | 834          | 7              | 81.3                 | 0.8                |
| Singleton Council – B Ward             | 22 August 2009   | 4768                         | 3315         | 107            | 71.8                 | 3.1                |
| Gwydir Shire Council                   | 5 December 2009  | 3836                         | 3126         | 74             | 83.4                 | 2.3                |
| Wentworth Shire Council                | 5 December 2009  | 4137                         | 3287         | 67             | 81.1                 | 2.0                |
| Bega Valley Shire Council              | 5 December 2009  | 23,278                       | 17968        | 1124           | 82.0                 | 5.9                |
| Leeton Shire Council – A Ward          | 13 February 2010 | 2,370                        | 1940         | 35             | 83.3                 | 1.8                |
| Leeton Shire Council – Referendum      | 13 February 2010 | 7,254                        | 5777         | 133            | 81.5                 | 2.3                |
| Gundagai Shire Council                 | 13 February 2010 | 2682                         | 2343         | 26             | 88.3                 | 1.1                |
| Central Darling Shire Council – C Ward | 13 February 2010 | 347                          | 259          | 7              | 76.7                 | 2.6                |
| Bourke Shire Council                   | 8 May 2010       | 1658                         | 1158         | 52             | 73.0                 | 4.3                |
| Urana Shire Council – A Ward           | 8 May 2010       | Uncontested                  | N/A          | N/A            | N/A                  | N/A                |
| Cooma Monaro Shire Council             | 19 June 2010     | 6870                         | 5262         | 149            | 78.8                 | 2.8                |
| Mid-Western Regional Council           | 19 June 2010     | 15,108                       | 12071        | 370            | 82.3                 | 3.0                |
| Port Stephens Council – West Ward      | 19 June 2010     | 14,367                       | 10421        | 698            | 77.4                 | 6.3                |
| Hawkesbury City Council                | 19 June 2010     | 41,565                       | 31395        | 1520           | 80.5                 | 4.5                |

## Appendix 3: Non-voter Data

Table 15: Non-voter Data for Local Government By-elections 2009/10

| Council/Ward                           | By-election Date | Non-voters Excluded | Notices Issued | Number NSW Electors Enrolled | Penalty Notice as % of Roll | Referrals to Debt Recovery Office |              |
|--|------------------|---------------------|----------------|------------------------------|-----------------------------|-----------------------------------|--------------|
| Gwydir Shire Council                   | 11 July 2009     | 590                 | 214            | 376                          | 3841                        | 9.79                              | 82           |
| Wakool Shire Council – C Ward          | 11 July 2009     | 190                 | 88             | 102                          | 1034                        | 9.86                              | 26           |
| Singleton Council – B Ward             | 22 August 2009   | 1341                | 355            | 986                          | 4768                        | 20.68                             | 286          |
| Gwydir Shire Council                   | 5 December 2009  | 630                 | 238            | 392                          | 3832                        | 10.23                             | 95           |
| Wentworth Shire Council                | 5 December 2009  | 754                 | 282            | 472                          | 4134                        | 11.42                             | 136          |
| Bega Valley Shire Council              | 5 December 2009  | 4162                | 238            | 392                          | 23,278                      | 10.43                             | 560          |
| Leeton Shire Council – A Ward          | 13 February 2010 | 1342                | 515            | 827                          | 7254                        | 11.4                              | 280          |
| Gundagai Shire Council                 | 13 February 2010 | 310                 | 129            | 181                          | 2682                        | 6.75                              | 31           |
| Central Darling Shire Council – C Ward | 13 February 2010 | 87                  | 20             | 67                           | 343                         | 19.53                             | 30           |
| Bourke Shire Council                   | 8 May 2010       | 446                 | 126            | N/A                          | 1658                        | N/A                               | N/A          |
| Urana Shire Council – A Ward           | 8 May 2010       | N/A                 | N/A            | N/A                          | N/A                         | N/A                               | N/A          |
| Cooma Monaro Shire Council             | 19 June 2010     | 1,462               | 608            | 854                          | 6,869                       | 12.3                              | N/A          |
| Mid-Western Regional Council           | 19 June 2010     | 2,653               | 1,084          | 1,569                        | 15,103                      | 10.39                             | N/A          |
| Port Stephens Council – West Ward      | 19 June 2010     | 3,232               | 879            | 2,353                        | 14,367                      | 16.38                             | N/A          |
| Hawkesbury City Council                | 19 June 2010     | 8,061               | 2,310          | 5,751                        | 41,565                      | 13.84                             | N/A          |
| <b>TOTAL</b>                           |                  | <b>25,260</b>       | <b>7,086</b>   | <b>14,222</b>                | <b>89,163</b>               |                                   | <b>1,526</b> |

Table 16: Non-voter Data for Broken Hill City Council Election

| Council                  | Election Date   | Non-voters Excluded | Notices Issued | Number NSW Electors Enrolled | Penalty Notice as % of Roll | Referrals to State Debt Recovery Office |     |
|--------------------------|-----------------|---------------------|----------------|------------------------------|-----------------------------|---|-----|
| Broken Hill City Council | 5 December 2009 | 1,813               | 820            | 993                          | 13,686                      | 7.26                                    | 447 |

Table 17: Non-voter Data for Penrith State By-election 2010

| State By-election Date | Non-voters Excluded | Notices Issued | Number NSW Electors Enrolled | Penalty Notice as % of Roll | Referrals to State Debt Recovery Office |      |     |
|------------------------|---------------------|----------------|------------------------------|-----------------------------|---|------|-----|
| Penrith                | 19 June 2010        | 6,385          | 2,090                        | 4,295                       | 46,304                                  | 9.28 | N/A |



## Appendix 4: Senior Executive Service Profile

### Number of CES/SES Positions

There was one SES officer in the NSWEC during 2009/10.

**Table 18:** SES Profile

|             | 2007 | 2008 | 2009 | 2010 |
|-------------|------|------|------|------|
| SES Level 3 | 0    | 0    | 0    | 1    |

The Annual Reports legislation requires certain disclosures relating to executive remuneration.

The Electoral Commissioner is not appointed under the *Public Sector Employment and Management Act 2002* and is therefore not part of the Chief Executive Service. At 30 June 2010 the Electoral Commissioner's remuneration, determined by the Statutory and Other Officers Remuneration Tribunal, was \$320,810.

### Performance Statements – Level 5 and Above

#### Colin Barry

|                     |  |
|---------------------|--|
| Position and level: | Electoral Commissioner and Division Head of the Office of the NSW Electoral Commission.  |
| Remuneration:       | \$320,810.   |
| Period in position: | Full period  |
| Comment:            | The Electoral Commissioner holds an independent statutory position appointed for 10 years. There is no performance agreement with, or annual review by a Minister. |

## Appendix 5: Overseas Visits and International Delegations

### Overseas Visits

| Officer        | When      | Countries Visited | Purpose          |
|----------------|-----------|-------------------|------------------|
| Brian De Celis | 6/12/2009 | Phoenix, USA      | COGEL Conference |

### International Delegations

| Date     | Name of Delegation               | Purpose                  |
|----------|----------------------------------|--------------------------|
| 15/9/09  | Bangladesh Civil Service Academy | Observation of processes |
| 13/10/09 | Bangladesh Civil Service Academy | Observation of Processes |

## Appendix 6: Publications

The NSWEC produces a range of publications in print and online formats. Publications can be obtained through the NSWEC website ([www.elections.nsw.gov.au](http://www.elections.nsw.gov.au)) or by telephoning 02 9290 5999.

The table below lists the publications that were available to the public in 2009/10.

| Title  | Print | Online | Synopsis  |
|--|-------|--------|---|
| <b>Corporate</b>   |       |        |   |
| Annual Reports 2004/05 – 2008/09.  | Y     | Y      | Documents the NSWEC's performance for the financial year  |
| NSWEC Corporate Plan 2008-2011   | Y     | Y      | Key performance indicators for the NSWEC and EFA.   |
| Equal Access to Democracy Plan   | Y     | Y      | Key issues that impact on access and participation in the democratic process for people with disabilities. Available in large print.  |
| Aboriginal Elector Information Strategy  | Y     | Y      | Key goals to assist Aboriginal electors, and particularly Aboriginal youth, to enrol, vote and participate fully in the democratic process for the 2008 LGE.  |
| <b>Election Reports</b>  |       |        |   |
| Report on the 2008 Local Government Elections  | Y     | Y      | First report on the administration and conduct of 2008 Local Government elections   |
| Local Government Elections 2008 Individual Council Reports                             | Y     | Y      | Conduct and administration of the 2008 Local Government Elections held for each council (separate reports)  |
| Cabramatta State By-election Report  | Y     | Y      | Conduct and administration of the State by-election   |
| Lakemba By-election Report   | Y     | Y      | Conduct and administration of the State by-election   |
| Port Macquarie State By-election Report  | Y     | Y      | Conduct and administration of the State by-election   |
| Ryde State By-election Report  | Y     | Y      | Conduct and administration of the State by-election   |
| Report on the 2007 State Election  | Y     | Y      | Administration, conduct and results of 2007 State Election  |
| <b>Education</b>   |       |        |   |
| Handbook for Parties, Groups, Candidates and Scrutineers at Local Government elections | Y     | Y      | Assistance for individual candidates, groups and registered political parties (RPPs) participating in the election by explaining relevant processes and procedures. It is not however a substitute for the law. |
| Enrolment – Getting on the roll, staying on the roll                                   | Y     | N      | Available in 7 languages.   |
| The 3 Elections: Federal, State and Local  | Y     | N      | Available in 7 languages.   |
| Your vote is your voice. Be Heard.   | Y     | N      | Brochure produced for the indigenous Yabun Festival about how to enrol and vote.  |
| Put your name on the list to vote at elections.  | Y     | N      | Brochure on how to enrol to vote in NSW.  |
| Elector Brochures – Local Government By-elections                                      | Y     | N      | Household - Individual council guides to voting at Local Government elections.  |
| Elector Brochure – Penrith State By-election   | Y     | N      | Household – Guide to voting at the Penrith State By-election.   |

| Title  | Print | Online | Synopsis  |
|--|-------|--------|---|
| <b>General Information</b>   |       |        |   |
| 2007 State Election – Information Kit  | N     | Y      | Comprehensive profiles and history of each New South Wales electoral district, key electoral facts and figures for the media, candidates and members of the public interested in this General election. |
| Electoral District Maps  | N     | Y      |   |
| GDA94 Geographical MID/MIF Files   | N     | Y      | New South Wales electoral boundaries for the 2007 State Election are available here as GDA94 geographical MapInfo mid/mif polygons.   |
| Metropolitan Index Maps  | N     | Y      |   |
| District Finder – Streets and Localities Guide 2007  |       | Y      | Used to determine the correct electoral district of an elector voting outside their district.   |
| State District Enrolment Statistics as at June 30 2010   |       | Y      | Enrolment figures and percentage variations for current and previous monthly periods.   |
| <b>Other reports available on the NSWEC website</b>  |       |        |   |
| Report on Observation of NSW Electoral Commission Central Vote Count September 2008 Local Government Elections | N     | Y      | An independent group central vote count observation team report the NSWEC's preparations for and management of the central vote count centre.   |
| Review of 2008 Local Government Election Pricing   | N     | Y      | Internal Audit Program, Walter Turnbull review of Local Government election pricing   |

## Appendix 7: Payment Performance Indicators

**Table 19:** Payment Performance: Aged Analysis at End of Each Quarter

| Quarter   | Current (ie Within Due Date) \$'000 | Less than 30 Days Overdue \$'000 | Between 30 and 60 Days Overdue \$'000 | Between 60 and 90 Days Overdue \$'000 | More than 90 Days Overdue \$'000 |
|-----------|-------------------------------------|----------------------------------|---------------------------------------|---------------------------------------|----------------------------------|
| September | 3,174                               | 226                              | 71                                    | 1                                     | 7                                |
| December  | 4,237                               | 251                              | 37                                    | 2                                     | 5                                |
| March     | 6,019                               | 840                              | 158                                   | 33                                    | 4                                |
| June      | 11,801                              | 500                              | 179                                   | 137                                   | 13                               |

**Table 20:** Payment Performance: Accounts Paid on Time in Each Quarter

| Quarter   | Total Accounts Paid on Time |          | Total Amount Paid \$'000 | Total Amount Paid \$'000 |
|-----------|-----------------------------|----------|--------------------------|--------------------------|
|           | Target %                    | Actual % |                          |                          |
| September | 100                         | 91.2     | 3,174                    | 3,482                    |
| December  | 100                         | 93.5     | 4,237                    | 4,533                    |
| March     | 100                         | 85.3     | 6,019                    | 7,054                    |
| June      | 100                         | 93.4     | 11,801                   | 12,630                   |

## 6 References

|   |     |
|---|-----|
| Abbreviations and Acronyms              | 114 |
| Mandatory Annual Reporting Requirements | 115 |
| Glossary                                | 117 |
| Index of Tables and Graphs              | 122 |
| Alphabetical Index                      | 123 |





## Abbreviations and Acronyms

|       |   |      |   |
|-------|---|------|---|
| AEC   | Australian Electoral Commission                 | PRCC | Proportional Representative Count Centre    |
| ARA   | Australasian Reporting Awards                   | RO   | Returning Officer                           |
| ATSI  | Aboriginal and Torres Strait Islander           | ROSO | Returning Officer Support Officer           |
| COGEL | Council on Governmental Ethics Laws             | RPP  | Registered political parties                |
| CRU   | Continuous Roll Update                          | RSL  | Returned Services League                    |
| DVE   | Declaration Vote Envelope                       | SCGT | Sydney Cricket Ground Trust                 |
| ECA   | Electoral Council of Australia                  | SES  | Senior Executive Service                    |
| EC    | Electoral Commissioner                          | SGE  | State General election                      |
| EEO   | Equal Employment Opportunity                    | SLO  | Senior Legal Officer                        |
| EFA   | Election Funding Authority                      | STEC | State and Territories Electoral Commissions |
| EEC   | Elector Enquiry Centre                          | VTR  | Virtual Tally Room                          |
| FOI   | Freedom of Information                          |      |   |
| GIPA  | Government Information (Public Access) Act 2010 |      |   |
| JRA   | Joint Roll Arrangement                          |      |   |
| JSCEM | Joint Standing Committee on electoral Matters   |      |   |
| KRA   | Key Results Areas                               |      |   |
| LA    | Legislative Assembly                            |      |   |
| LC    | Legislative Council                             |      |   |
| LGA   | Local Government Area                           |      |   |
| LGE   | Local Government elections                      |      |   |
| MOU   | Memorandum of Understanding                     |      |   |
| MP    | Member of Parliament                            |      |   |
| NSWEC | New South Wales Electoral Commission            |      |   |
| OHS   | Occupational Health and Safety                  |      |   |
| PMO   | Programme Management Office                     |      |   |
| PIIPA | Privacy and Personal Information Act 1998       |      |   |
| PPM   | Polling place manager                           |      |   |
| PPRS  | Political Party Registration System             |      |   |

## Mandatory Annual Reporting Requirements

Under the *Annual Reports Act 1985*, the Annual Reports Regulation 2005 and various Treasury Circulars, the NSWEC is required to include information on the topics in the table below.

| Annual Reporting Requirement   | Page Number and Comments  |
|--|---|
| Letter of Submission   | 2   |
| Particulars of Extensions of Time  | No extension of time required   |
| Charter  | 5   |
| Aims and Objectives  | 14  |
| Access   | Inside back cover   |
| Management and Structure   | 13  |
| <ul style="list-style-type: none"> <li>Names of principal officers</li> <li>Organisational chart indicating functional responsibilities</li> </ul> |   |
| Summary Review of Operations   |   |
| Funds granted to non-government Community Organisations  | The NSWEC does not grant funds of this kind   |
| Legal Change   | 63  |
| Economic or Other Factors  | 35  |
| Management and Activities  | 13, 17–56   |
| Research and Development   | 52  |
| Human Resources  | 48  |
| Consultants  | 69  |
| Equal Employment Opportunity   | The NSWEC is required to report on EEO on a triennial basis. The NSWEC last reported on EEO in 2008/09.                           |
| Disability Plans   | The NSWEC is required to report on Disability Plans on a triennial basis. The NSWEC last reported on Disability Plans in 2008/09. |
| Promotion – Overseas Visits  | 109   |
| Consumer Response (complaints)   | 65  |
| Payment of Accounts  | 112   |
| Time for Payment of Accounts   | 112   |
| Risk management and insurance activities   | 60  |
| Internal Audit and Risk Management Policy attestation  | 62  |
| Disclosure of Controlled Entities  | The NSWEC has no controlled entities  |
| Disclosure of Subsidiaries   | The NSWEC has no subsidiaries   |
| Multicultural Policies and Services Program (formerly EAPS)  | 44  |
| Agreement with the Community Relations Commission  | Not applicable  |
| Occupational Health and Safety   | 49  |
| Waste  | 52  |

## Glossary

| Annual Reporting Requirement  | Page Number and Comments   |
|---|--|
| Financial Statements  | 74   |
| Identification of Audited Financial Statements  | 72   |
| Inclusion of Unaudited Financial Statements   | Not applicable   |
| Additional Matters – Compliance with the Privacy and Personal Information and Protection Act 1998                       | 64   |
| Additional Matters – copy of amendments made to Code of Conduct   | No changes made  |
| Additional Matters – matters arising since July 2010 having a significant effect on operations or communities we serve. | No additional matters had a significant effect on operations or stakeholders   |
| Additional Matters – total external costs in the production of this report.   | Total external costs were \$5,368.00 for printing.   |
| Additional Matters – Is the report available in non printed formats?  | Yes  |
| Additional Matters – is the report available on the internet?   | Yes, at <a href="http://www.election.nsw.gov.au">www.election.nsw.gov.au</a>   |
| Performance and number of Executive Officers  | 108  |
| Freedom of Information Act  | 64   |
| Implementation of Price Determination   | Not applicable   |
| Heritage Management   | Not applicable   |
| Electronic Service Delivery   | The NSWEC endeavours to meet the NSW government's commitment for all appropriate services to be available electronically, subject to legislation. See page 54. |
| Credit Card Certification   | All NSWEC credit card usage was in accordance with the NSW Treasurer's direction 205.01.   |
| Requirements Arising from Employment Arrangements   | Not applicable.  |

### Absent vote

A vote made at a polling place by an elector who is outside his or her own electoral district on election day.

### Absolute majority

More than 50% of the total formal vote.

### Australian Electoral Commission (AEC)

The organisation responsible for conducting Federal elections, referendums and maintaining the Commonwealth electoral roll.

### Ballot box

The sealed container into which an elector places a completed ballot paper.

### Ballot paper

The paper printed for an election which a voter marks to record his/her vote.

### By-election

An election held to fill a casual vacancy.

### Candidate

A person who nominates for an election to Parliament or to a council.

### Casual vacancy

A vacancy in an electoral district, usually caused by retirement, death or resignation of the Member for that district.

### Check count

On the Sunday after election day, the ballot papers are checked and counted again at the Returning Officer's office to ensure accuracy of the figures from the election night count.

### Coalition

A combination of two or more parties in Parliament, usually to form the Government or Opposition.

### Compulsory enrolment

Every person who is entitled to have his or her name placed on the electoral roll must complete an enrolment form and send it to the Australian Electoral Commission within 21 days of becoming entitled. A penalty applies for failing to enrol.

### Compulsory voting

Once enrolled to vote, voting is compulsory. A penalty applies for failing to vote without a sufficient reason.

### Constitution

A statement of the fundamental laws governing a state. The NSW Constitution is embodied in an Act of Parliament. It establishes the framework for the system of government in the state, eg two houses of Parliament.

### Court of Disputed Returns

The Supreme Court sits as the Court of Disputed Returns to hear petitions challenging the validity of a State election.

### Declaration vote

A vote cast by an elector when the ballot papers are enclosed in an envelope containing a printed declaration signed by the elector. This term applies to pre-poll votes, postal votes, Declared Institution votes, absent votes and section votes.

### Declared Institution

A nursing home, hospital or similar facility is appointed by the Electoral Commissioner and visited by election officials for the purpose of taking votes from residents who are unable to attend a polling place.

### Declaration of poll

An announcement made by the Returning Officer proclaiming the successful candidate elected as the Member for that district, ward or council.

## District

For the Legislative Assembly, the state is divided into 93 geographical areas containing approximately equal numbers of voters. Each of these is a district. For the Legislative Council, the district is the whole state.

## Division

Geographical area containing approximately equal numbers of voters as defined for Federal electoral purposes.

## Donkey vote

A term used to describe a ballot paper marked with preferences for candidates without consideration of their policies or abilities. A classic donkey vote is one which records preferences straight down the ballot paper in the same order as the names are printed.

## Dual polling place

The term given to a single premises which serves as a polling place for two or more districts.

## Election

Selection by vote of a person or persons to hold political office.

## Election Funding Authority (EFA)

The Election Funding Authority is the statutory body responsible for administering the provisions of the Election Funding and Disclosures Act 1981. It is made up of the Electoral Commissioner as Chair, a member appointed on the nomination of the Premier, and a member appointed on the nomination of the Leader of the Opposition.

## Elector

A person who is entitled to vote at an election.

## Electoral Commissioner

The statutory officer appointed to manage the conduct of State General and other elections.

## Electoral district

One of the 93 Legislative Assembly electorates.

## Election Management Application (EMA)

A computer software application consisting of four modules (staffing, candidates, declaration votes and results) to automate many of the routine tasks otherwise performed by election officials.

## Electoral Offence

A breach of electoral law as specified in the *Parliamentary Electorates and Elections Act 1912* or regulations.

## Electoral Roll

The certified list of persons eligible to vote at an election. The rolls are maintained by the Australian Electoral Commission.

## Electorate

The population of electors or the region in which electors live. Electorates have clearly defined boundaries which are shown on electoral district maps.

## Enrolment

The act of enrolling or having one's name added to the list of electors entitled to vote.

## Electors

Those entitled to be placed on an electoral roll and vote in an election.

## Federal Government

At Federation in 1901, the states handed over certain powers to the central or Federal Government for administration on an Australia wide basis, while reserving other functions for State Government responsibility.

## Formal Vote

A ballot paper at an election or referendum, which has been correctly marked according to instructions, and contributes to the outcome of the poll.

## General Election

In NSW, general elections are held for all Legislative Assembly seats (93), and half of the seats in the Legislative Council (21) every four years.

## How-to-vote card

A simulated copy of the ballot paper showing an elector how to mark the paper to vote for a particular candidate or party.

## Independent

A candidate for election to, or a Member of, Parliament who is not a member of a political party.

## Informal Vote

A ballot paper which is either left blank or is incorrectly marked. Those ballot papers are excluded from the count and therefore do not contribute to the election of a candidate.

## Legislative Assembly

The Lower House of Parliament in NSW. It consists of 93 members, one elected for each electoral district.

## Legislative Council

The Upper House of Parliament in NSW. It has 42 Members elected for an eight year term, half of whom are elected at each NSW general election.

## Mandate

The support or commission given to a government and its policies through an electoral victory.

## Marginal Seat

A seat held by a Member of Parliament with a small majority of votes.

## Members of Parliament

All representatives elected by the people to serve them in Parliament.

## New South Wales Electoral Commission (NSWEC)

The NSW Government agency responsible for the conduct of State General, Local Government, industrial, statutory and other miscellaneous elections.

## Nomination

The process by which a person applies to become a candidate for election.

## Opposition

The party or parties which do not hold sufficient seats in Parliament to lead a government.

## Optional preferential voting

A voting system in which an elector shows by numbers, his/her preferences for individual candidates. It is not necessary to indicate a preference for all candidates on the ballot paper for the vote to be formal.

## Ordinary Vote

A vote recorded in the normal manner at a polling place on election day.

## Parliament

The legislative body, consisting of the elected representatives of the people, which determines the laws governing the nation or state. The candidates or political party holding the majority of seats form the Government.

## Political party

An organised group with a common political philosophy which seeks to win and retain public office for itself and its leaders. Party organisations support or endorse candidates for elections who, if elected, usually vote as a group for their policies in Parliament. The party with the greatest numbers in Parliament forms the government.

## Poll

An election.



## Polling Place

A building such as a school, designated as a place to which voters go during an election to cast their votes.

## Postal Vote

Electors who are outside their electoral district on election day, or unable to attend a polling place during polling hours, may send a vote by post. Voters must apply for a postal vote prior to election day.

## Preferential Vote

A vote for all candidates in order of preference. Preferences of candidates with the least number of votes are then distributed, until one candidate has sufficient votes to be elected. This system of vote counting is used in the Legislative Assembly elections where a candidate needs an absolute majority to be elected.

## Pre-poll Vote

Electors unable to vote on election day for certain specified reasons can vote before election day at the office of a Returning Officer or a designated pre-poll voting centre.

## Proportional Representation

A system of voting designed to elect representatives in proportion to the amount of support each has in the electorate. This system of voting is used in the Legislative Council elections.

## Quota

The proportion or percentage of votes required by a candidate to be elected to the Legislative Council.

## Recount

A second, or further count of votes in an election.

## Redistribution

Changes in boundaries of electoral districts to take into account elector changes. Each of the 93 Legislative Assembly districts should be of approximate equal enrolment.

## Referendum

Vote taken to allow electors to express their view on a particular subject or issue. Some alterations to the Constitution can only be made after approval in a referendum.

## Registered General Postal Voter

Electors who are seriously ill or infirm, or who live in remote areas of the state may apply to the NSWEC to have their names included on a register of general postal voters. This means that ballot papers are automatically sent to them without the need to apply for a postal vote at each separate election.

## Registrar

Person who has the responsibility of maintaining electoral rolls in NSW.

## Return of Writs

When the election results have been determined, the Writs are returned to the Governor with the name(s) of the successful candidate(s) added.

## Returning Officer

The election official responsible for conducting an election for a Legislative Assembly district or the Legislative Council or a council.

## Roll

See electoral roll.

## Scrutineer

A person appointed by a candidate to ensure that procedures and counting are undertaken in a proper manner.

## Seat

A seat in Parliament held by an elected Member or the Member's electoral district.

## Secret Ballot

A vote made in secret – first adopted by South Australia in 1857.

## Section Vote

Section votes are those cast on election day by electors whose name cannot be found on the electoral roll, but who declare that they are entitled to vote.

## Term

The length of time a Parliament may sit before having to call an election. NSW has fixed four-year terms.

## Vote

The process of choosing/selecting a candidate for political office.

## Virtual Tally Room

NSWEC website page where voting figures are published and provisional results announced.

## Writ

The document by which the Governor (or the Speaker of the Legislative Assembly, in the case of by-elections) directs the Electoral Commissioner to conduct an election. The Governor issues Writs on the advice of the Government.

## Index of Tables and Graphs

|  |     |
|--|-----|
| Table 1: At a Glance—Summary of Major Activity for the NSWEC 2005–2010   | 8   |
| Table 2: Enrolment and Voting Statistics for Broken Hill City Council Election in 2009                               | 18  |
| Table 3: Local Government By-elections Conducted in 2009/10  | 20  |
| Table 4: Leeton Shire Council Referendum Results   | 20  |
| Table 5: Enrolment and Voting Statistics for Penrith State By-election in 2010                                       | 22  |
| Table 6: Inter-jurisdictional Elections 2009/10  | 27  |
| Table 7: Non-voting Data for State and Local Government Elections and By-elections 2004-2010                         | 30  |
| Table 8: Analysis of Electors Incorrectly Enrolled or Not Enrolled for the Penrith State By-election in June 2010    | 35  |
| Table 9: Requests for Copies of the NSW Electoral Roll 2009/10   | 37  |
| Table 10: Penrith State By-election Elector Survey—Communication Preferences   | 41  |
| Table 11: Advertising, Media releases and Brochures Produced for Local Government Elections and By-elections 2009/10 | 42  |
| Table 12: Advertising, Media Releases and Brochures Produced for the Penrith State By-election in 2010               | 42  |
| Table 13: Top Telephone Enquiries Received at the NSWEC 2009/10  | 43  |
| Table 14: Investment and Nature of Consultancies at the NSWEC 2009/10  | 69  |
| Table 15: Non-voter Data for Local Government By-elections 2009/10   | 107 |
| Table 16: Non-voter Data for Broken Hill City Council Election   | 107 |
| Table 17: Non-voter Data for Penrith State By-election 2010  | 107 |
| Table 18: SES Profile  | 108 |
| Table 19: Payment Performance: Aged Analysis at End of Each Quarter  | 112 |
| Table 20: Payment Performance: Accounts Paid on Time in Each Quarter   | 112 |
| Graph 1: Voter Turnout and Informal Votes at State By-elections 2001–2010  | 22  |
| Graph 2: Club, Statutory Board and Industrial Organisation Elections Conducted 2005–2010                             | 25  |
| Graph 3: Proportion of Eligible NSW Citizens Enrolled 2007–2010  | 38  |
| Graph 4: NSWEC Website Visits 2009/10  | 44  |
| Graph 5: NSWEC Staff Numbers 2005–2010   | 49  |
| Graph 6: OHS—NSWEC Injuries and Claims 2005–2010   | 50  |
| Graph 7: Sick Leave—Average Absences 2005/06 to 2009/10  | 51  |
| Graph 8: Sick Leave—Average Occasions 2005/06 to 2009/10   | 51  |

## Alphabetical Index

|   |   |
|---|---|
| <b>A</b>  | Electoral Commissioner—2, 5, 13, 15, 36, 37, 59, 61, 71, 108, 118 |
| Aboriginal Elector Information Strategy—46, 110   |   |
| Aboriginal Land Council—2   |   |
| accessibility—40, 45, 46  |   |
| accountability—1, 24, 66  |   |
| advertisements—31, 40, 45   |   |
| advertising—1, 25, 26, 40, 42, 46, 51   |   |
| AEC—2, 15, 34, 35, 39, 45, 46, 52, 114, 117   |   |
| Appendices—103  |   |
| Assisted Access rating system—45  |   |
| Audit and Risk Committee—4, 60, 61  |   |
| <b>B</b>  |   |
| Broken Hill City Council Election—18, 30, 42, 107   |   |
| <b>C</b>  |   |
| Candidate nominations—54  |   |
| challenges—1, 5, 6, 15, 23, 25  |   |
| club elections—6, 43  |   |
| Code of Conduct—116   |   |
| Communication and Public Awareness—40   |   |
| communication strategy—40   |   |
| communications—1, 43  |   |
| Community Education Officer—44, 47  |   |
| community information sessions—44, 45, 46   |   |
| Community Relations Commission—44, 116  |   |
| compliance—1, 64  |   |
| compulsory voting—30, 65  |   |
| consultants—69  |   |
| contents—1  |   |
| Continuous Roll Update—114  |   |
| corporate governance—61   |   |
| Corporate Plan—14, 15, 23, 38, 49, 70   |   |
| Corruption Prevention Policy—52   |   |
| <b>E</b>  |   |
| Election Funding Authority—2, 7, 43, 52, 60, 63, 64, 110, 114, 118  |   |
| Election Management Application (EMA)—31, 53, 119   |   |
| election services—6, 52   |   |
| election, 2007 State Government—23, 44, 110, 111  |   |
| election, 2011 State—4, 6, 31, 34, 39, 49, 52, 53, 54, 56, 58, 59, 63, 66, 70                                     |   |
| elections, 2008 Local Government—15, 16, 23, 50, 53, 54, 65, 110, 111   |   |
| elections, 2012 Local Government—48, 50   |   |
| Elector Enquiry Centre—32, 46, 54, 114  |   |
| Elector Inquiry Centre—54   |   |
| Electoral Council of Australia—4, 59, 66, 114   |   |
| electoral roll—1, 2, 4, 14, 15, 18, 22, 28, 30, 32, 34, 35, 36, 37, 38, 59, 64, 65, 117, 119, 121                 |   |
| electoral roll management—1, 14, 38   |   |
| electronic voting—6, 53   |   |
| enrolment—1, 4, 13, 18, 22, 29, 34, 35, 37, 38, 39, 40, 41, 43, 44, 46, 47, 48, 54, 58, 63, 64, 65, 111, 117, 119 |   |
| Equal Access to Democracy Reference Group—45  |   |
| Equal Employment Opportunity—51, 115  |   |
| External Committees—59  |   |
| <b>F</b>  |   |
| feedback—4, 24, 32, 43, 50, 60, 65, 66  |   |
| Financial Performance—67  |   |
| Financial Statements—2  |   |
| Freedom of Information—64, 116  |   |
| <b>G</b>  |   |
| glossary—117  |   |
| governance—31, 58, 60, 61   |   |
| <b>H</b>  |   |
| Human Resources—48, 115   |   |
| <b>I</b>  |   |
| industrial elections—25   |   |
| Informality—22, 23  |   |
| information brochures—6, 40, 45   |   |
| Information Technology—13, 54   |   |
| internet voting—45, 56, 64  |   |
| interstate electors—18, 27  |   |
| iRoll—34  |   |
| iVote Report—45, 56   |   |
| <b>J</b>  |   |
| Joint Roll Arrangement—34, 114  |   |
| Joint Standing Committee on Electoral Matters—4, 53, 65, 66   |   |
| <b>L</b>  |   |
| Learning and Development—49   |   |
| Leave Entitlements—70   |   |
| legal—54, 63  |   |
| legal team—63   |   |
| legislation—4, 6, 26, 28, 30, 35, 39, 44, 45, 46, 48, 63, 64, 66, 68, 108   |   |
| legislative changes—54  |   |
| Local Government by-elections—1, 4, 6, 16, 18, 19, 23, 30, 34, 36, 40, 43, 52, 54, 66, 107                        |   |
| Local Government elections—15, 16, 23, 30, 36, 42, 46, 48, 59, 63, 65, 110, 114                                   |   |

**M**

Management Committee—58, 59, 61, 104  
 mapping—36  
 media releases—32, 40, 42  
 multicultural policies—1  
 multilingual information—45

**N**

non-voter data for Local Government by-elections—103  
 non-voters—30, 65  
 NSW Electoral Commission—1, 2, 4, 5, 6, 7, 14, 15, 16, 18, 19, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 34, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 56, 57, 58, 59, 60, 61, 63, 64, 65, 66, 67, 68, 69, 70, 108, 110, 111, 114, 115, 120, 121, 125  
 NSW Ombudsman—66  
 NSW Premier—2, 4, 56, 64, 65, 69, 118  
 NSW State Election 2011—1, 4, 6, 7, 34, 39, 46, 48, 49, 53, 54, 56, 58, 59, 63, 66

**O**

Occupational Health and Safety—49, 116  
 Organisational Development—48  
 organisational structure—48, 58  
 overseas visits—103, 109, 115

**P**

Parliament of NSW—2  
*Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009*—4, 34, 35, 63, 64  
 participation—4, 6, 15, 23, 26, 40, 45, 106, 110  
 Payment Performance Indicators—112  
 penalty notices—6, 30  
 Penrith State By-election—1, 4, 6, 7, 15, 16, 22, 23, 24, 30, 34, 35, 36, 40, 41, 42, 43, 45, 54, 59, 66, 69, 107, 111  
 performance indicators—58, 70, 110  
 personal information—52, 64  
 phone inquiries—43  
 PRCC—7, 31, 54, 114  
 Premier—2, 4, 56, 64, 65, 69, 118  
 privacy—37, 52, 63, 64, 66, 114, 116  
 procurement—32, 49, 53  
 Programme Board—31, 58, 59, 60  
 Protected Disclosures—51  
 publications—29, 44, 103, 110

**R**

records management—61  
 recruitment—43, 46, 51, 52, 66  
 registered political parties—15, 28, 29, 36, 65, 110  
 registers—28  
 registration of political parties—28, 64  
 Research—36, 115  
 Results—14, 23  
 Results and Services—14  
 Returning Officer—6, 13, 18, 21, 22, 31, 40, 43, 44, 45, 51, 61, 114, 117, 118, 121  
 risk management—4, 49, 60, 61  
 roll—1, 2, 4, 14, 15, 16, 18, 22, 28, 30, 32, 34, 35, 36, 37, 38, 44, 47, 64, 65, 107, 111, 117, 119

**S**

secondments—51  
 security—52  
 Senior Executive Service Profile—103, 108  
 Sick Leave Management—50  
 SmartRoll—1, 4, 6, 7, 34, 35, 38, 39, 52, 58  
 stakeholder satisfaction—23  
 Stakeholder satisfaction—23  
 State and Territory Electoral Commissions—52  
 State by-election—4, 6, 18, 22, 23, 36, 52, 110  
 State Debt Recovery Office—30  
 State Records Act—52  
 survey—4, 23, 24, 25, 41  
 Sydney Cricket and Sports Ground Trust—26

**V**

Virtual Tally Room—31, 43, 54, 114  
 voter participation—1, 14

**W**

warehouse—54  
 website—1, 6, 25, 26, 29, 31, 34, 40, 43, 44, 45, 46, 49, 53, 64, 65, 66, 110, 111

**Y**

youth—44, 46, 110



## New South Wales Electoral Commission

**Address:** Level 25, 201 Kent Street,  
Sydney NSW 2000 Australia

**Postal:** GPO Box 832,  
Sydney NSW 2001 Australia

**Telephone:** +61 2 9290 5999

**Fax:** +61 2 9290 5991

**Website:** [www.elections.nsw.gov.au](http://www.elections.nsw.gov.au)

**Office hours:** Monday – Friday, 9.00am – 5.00pm