

Public Engagement Team Handbook

| November 2022

Table of Contents

| | |
|--|-----------|
| Overview..... | 3 |
| Responsibilities of the Public Enquiries Officer | 3 |
| Phone | 3 |
| Information technology | 3 |
| AEC contact telephone numbers | 4 |
| Hours of operation | 4 |
| State electoral commissions | 5 |
| Recordkeeping | 5 |
| Public Engagement Contact Tool..... | 6 |
| Reporting | 6 |
| Enquiries | 7 |
| Complaints | 7 |
| AEC Switchboard..... | 7 |
| Incoming calls..... | 7 |
| Interpreter calls | 7 |
| Transferring switchboard to an internal number | 9 |
| National Relay Service | 9 |
| Recorded messages for switchboard | 9 |
| Recorded message (IVR) for 13 23 26 number..... | 10 |
| Email Procedures..... | 10 |
| Mailboxes | 10 |
| Outlook folders for info@ mailbox | 11 |
| INFO Personal Message Manager (PMM)..... | 13 |
| Email response targets | 15 |
| Triaging of enquiries | 15 |
| Complex enquiries | 15 |
| Organising the inbox..... | 15 |
| AEC Forms..... | 16 |
| Silent Elector Forms | 16 |
| Faxes..... | 16 |
| Sent emails..... | 16 |
| Answering Simple Enquiries..... | 17 |
| Close of rolls for state and local elections | 18 |
| Electoral roll searches | 18 |
| Confirming enrolment enquiries – from the elector concerned | 18 |
| Third party enquiries | 19 |
| Bomb threat / telephone threats..... | 19 |
| Electoral roll enquiries | 21 |
| Enrolment statistics..... | 21 |
| Requests for roll data..... | 21 |
| More Complex Enquiries..... | 21 |
| Complaints of possible breaches of the legislation..... | 21 |
| Freedom of Information (FOI) Requests | 22 |
| Enquiries about MP entitlements for electoral purposes | 22 |
| Enquiry/Complaint from organisation wanting copy of the roll | 22 |
| Enrolment Fraud | 23 |
| Industrial elections and Protected Action Ballots (PAB) | 23 |
| Appendix A..... | 24 |

| | |
|--|-----------|
| Incoming calls..... | 24 |
| Transferring a call to an internal number..... | 24 |
| Transferring a call..... | 24 |
| Appendix B..... | 26 |
| How to record new messages..... | 26 |
| Standard Business Hours | 26 |
| Public Holidays | 26 |
| Emergency | 26 |
| Forwarding the Public Enquiry phone to another area within the AEC | 26 |
| Transferring switchboard to an internal number | 26 |
| How to change the critical incident message | 27 |
| Appendix C..... | 28 |
| List of Recorded messages | 28 |
| Switchboard recorded messages..... | 28 |
| Appendix D..... | 30 |
| Outgoing calls..... | 30 |
| Translator calls | 30 |
| Appendix E..... | 31 |
| Changing the recording on Switchboard phone | 31 |
| Voicemail Setup..... | 31 |
| Test | 36 |
| Recording a business hours voicemail message: | 36 |
| APPENDIX F | 37 |
| Compiling the Complaints Management Report..... | 37 |
| Completing the Complaints Management Quarterly Report | 40 |
| Table 1 - Complaints by category | 41 |
| Table 2 – Complaints Achievement against Service-Level Standards and Avenue Received | 42 |
| Table 3 – Complaints by State/Territory | 42 |
| Table 4 – Complaints by Avenue | 43 |
| Table 5 – Comparison of Complaints to Enquiries by Category | 43 |
| Breakdown of complaints..... | 46 |

Overview

Responsibilities of the Public Enquiries Officer

The Public Enquiries Officers, working as part of the Public Engagement team, are responsible for answering phone calls to the AEC's National Office (NO) switchboard. The team is also responsible for management of the below shared mailboxes:

- info@aec.gov.au
- complaints.management@aec.gov.au
- [REDACTED] – used for internal enquiries only

Phone calls

You will only receive calls between 9am and 5pm weekdays. Outside of these hours, callers will hear a recorded message. On a public holiday, callers will hear a different message. We are responsible for recording this message. See [Recorded Messages](#).

It is your responsibility to:

- Answer incoming calls
- Manage and monitor the email boxes
- Provide prompt and appropriate responses to requests for information, noting the AECs [service levels](#)
- Provide relevant and accurate information to the general public on electoral matters
- Maintain appropriate confidentiality about dealings with the general public, and behave in a way that upholds the integrity and reputation of the AEC and Aust. Public Service (APS)

Information technology

The AEC has various databases which contain personal information and other sensitive and confidential data including:

- Personal information about electors
- Information about current and former AEC employees
- Financial data
- Election management data

This information needs to be protected from unauthorised access, amendment and disclosure and to meet statutory obligations under the *Commonwealth Electoral Act 1918*, the *Privacy Act 1988*, and the *Crimes Act 1914*.

It is your responsibility to ensure the integrity of the information in your care is only used for official purposes. Please familiarise yourself with the [privacy information](#) and principles which outline your responsibilities about the use, collection and storage of information.

Your user ID and other login information (such as passwords) allow you access to IT systems. You must not disclose these to anyone, including colleagues, nor leave your computer open when unattended.

If a breach of security occurs through unauthorised use of your user ID and password, you may be held personally responsible.

AEC contact telephone numbers

The AEC has several telephone numbers as outlined below. The AEC switchboard is the responsibility of the Parliamentary and Party Registration section in NO.

- **13 23 26** – This is the generic telephone number for the [AEC's divisional offices](#) and is used on all public advertising and listings. Most calls to this phone number will be diverted to a divisional office after the caller enters their postcode. Where a caller does not enter a postcode, the call is diverted to their state office. All calls to this number from within Australia are the cost of a local call. Overseas callers *cannot* dial this number.
- **+61 2 6160 2600** – This number is advertised on our website specifically for people who are calling from overseas. This directs people to enter the postcode for their enrolled address. Their call is then diverted to the relevant divisional office, based on the postcode they enter. If no postcode is entered, the call is diverted to the National Office switchboard number, below.
- **(02) 6271 4411** – AEC switchboard in National Office. This number is published on our website along with our [state office switchboard numbers](#).
- **Interpreter calls** – This is a service where non-English speaking callers can have a three-way conversation with the AEC, assisted by an interpreter in their own language. Further information on this [service is available below](#).
- **10 Mort St – Security Guards** – [REDACTED]

Hours of operation

The switchboard responds to incoming calls received from the general public as follows:

- **Non-election hours of operation** – 9am to 5pm (Monday to Friday)

During a federal election, the switchboard is diverted to the AECs escalation cell and the INFO and Complaints mailboxes are diverted to the AEC's Election Contact Centre.

State electoral commissions

The AEC conducts federal elections only and has no involvement in the conduct of state or local elections. Each state and territory has its own electoral commission, responsible for the conduct of government elections within their state. The AEC manages the Commonwealth electoral roll for all states, with the exception of NSW and Victoria, who also have their own electoral roll. The nine electoral commissions in Australia operate independently and each has their own electoral legislation. If someone has received a fine or has a question about a state or local election, refer them to the relevant electoral commission using the approved script. Further information on state and territory electoral systems is available on the Electoral Council of Australia & NZ website (ECANZ): <http://www.ecanz.gov.au/>.

State and territory electoral commission email contact details for Public Enquiry Officer use only are below. **These email addresses should not be provided to members of the public.** Only the information in the approved scripts should be provided as some electoral commissions – like the AEC – prefer the public contact them through a webform, instead of via email.

| State/territory | Email address |
|--|---------------|
| NSW Electoral Commission (NSWEC) | [REDACTED] |
| Vic Electoral Commission (VEC) | [REDACTED] |
| QLD Electoral Commission (ECQ) | [REDACTED] |
| WA Electoral Commission (WAEC) | [REDACTED] |
| SA - Electoral Commission of SA (ECSA) | [REDACTED] |
| Tas Electoral Commission | [REDACTED] |
| ACT – Elections ACT | [REDACTED] |
| NT Electoral Commission (NTEC) | [REDACTED] |

Recordkeeping

Recordkeeping is everyone's responsibility. Records are a vital asset that support ongoing operations and provide valuable evidence of business activities over time. The objectives of the AEC's recordkeeping systems are to create and maintain reliable and useable records that meet the needs of internal and external stakeholders.

For recordkeeping information, refer to the intranet.

It is important to maintain all email correspondence with the public in the mailboxes, and enter all telephone calls and all complaints into the Public Engagement Contact Tool.

Various key Public Engagement team documents are maintained and saved in Objective:

- the Objective file path is: Enabling and Regulation Division > Disclosure Assurance and Engagement Branch > Parliamentary Engagement and Party Registration Section > Public Engagement;
- the folder is <https://objective.prod.aec.gov.au/documents/fA13482>

The structure of information contained in the Public Engagement folders is as follows



Public Engagement Contact Tool

Public Engagement are responsible for management of the [Public Engagement Contact Tool](#) (PECT) system.

PECT is the AEC's official system to record and escalate enquiries and complaints.

All AEC staff are required to enter all public enquiries, feedback and complaints received. The only exception to this rule is enquiries received in the info@aec.gov.au mailbox – these are recorded separately. Due to the volume of email enquiries we receive, the Public Engagement team is required to enter into PECT **all phone calls** and **emailed complaints** only. If a complaint needs to be escalated to another business area or division, it must be done through PECT. The exceptions are legal enquiries and complaints – these are to be forwarded via email to the Legal Mailbox, marked 'Official'.

Reporting

Enquiries

Every month a public enquiries report is compiled by the Public Engagement team. Instructions for compiling the report and previous reporting is saved in Objective at:

- Public Engagement > Public Enquiries > Reporting, or
- <https://objective.prod.aec.gov.au/documents/qA307799>

Complaints

Every quarter a Complaints Management Quarterly Report is compiled by the Public Engagement team. Instructions for compiling the report and previous reporting is saved in Objective at:

- Public Engagement > Complaints Management > Reporting, or
- <https://objective.prod.aec.gov.au/documents/qA307442>

See also Appendix F

The data from PECT is extracted around the eighth day after the period of the report. For example, the extract for the quarterly report or Jan - March gets extracted from PECT on 8 April.

AEC Switchboard

Incoming calls

Most incoming calls to the switchboard are external, however, occasionally you may receive an internal call.

You are able to tell whether a call is an internal or external one by the display on your phone and, depending on how you set up your phone, by the different ring tones.

| Internal calls will show | External calls will often show as |
|--|--|
| The name of a person or section, (e.g. IT Support Desk) and their number | A full ten digit phone number, e.g. 0262714545 |

Please see [Appendix A](#) for phone-answering procedures.

Interpreter calls

The AEC provides an interpreting service during business hours. We currently have a contract with an outsourced provider, LanguageLoop (formerly VITS). This is a service where non-

English-speaking callers can have a three-way conversation with the AEC in their own language, assisted by an interpreter.

Calls go to a nominated number in each state. If you receive a call, you will hear an automated message explaining it is an interpreter call and to press zero (0) to accept the call.

Always accept interpreter calls. There is also a range of [translated information on our website](#) in more than 30 languages. Please let the caller know this information is available and offer to email or mail this information to them, as they may have trouble navigating our website, which is written in English.

Invoices from Interpreter companies

Although we have a contract in place with LanguageLoop, we also accept calls made via Home Affairs' TIS. A Spending Approval form must be completed at the start of each financial year for Tis if we decide to keep accepting interpreter calls from them. This is signed off by the relevant branch delegate, usually our Director.

At the start of each month, we receive invoices in the Public Engagement mailbox from both companies. We also receive a monthly report spreadsheet of itemised calls from Vits in the first week of each month. Please check the itemised list of calls is correct, as per the instructions below, before approving any public spending. Once you have approved them, complete and code the invoices and send a copy of the Vits account to Accounts to be paid. The Tis invoice is paid by credit card. Provide the codes and send them, along with the invoice to [REDACTED] who will pay it via credit card. A copy of both invoices is kept in the white folder on [REDACTED] desk.

Tis invoices: Check that the phone number for each call is 13 23 26 because calls for other electoral commissions occasionally slip through onto our account. The only phone number we have approved for Tis to use is 13 23 26. If there are any discrepancies, you must contact Tis and have the charges reversed. For the financial year, you must ensure you keep a tally of the amount spent to ensure it does not exceed the spending approval amount. This is always kept in the white folder on [REDACTED] desk.

Vits invoices: Vits invoices are sent to [REDACTED] to approve, within the finance system. No action is required. [REDACTED] receives a call breakdown at the start of each month. [REDACTED] distributes a copy of the call breakdown (not the invoice) to the following group of people each month:

- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
-

Transferring switchboard to an internal number

- Pick up handset on [REDACTED] phone
- On the phone touchscreen, press **Fwd Reception (FR)**
- Enter the five-digit number (or any number you want the calls to be forwarded to). You will hear beeps.
- Put handset down
- Check that phone has been forwarded to the selected phone number by phoning 02 6271 4411 from another phone.

To transfer calls back to the switchboard.

- Press '**Fwd Cancel**' (FC). You will hear beeps.
- Pick up and put handset down
- Check that phone has returned to the PE team by phoning 02 6271 4411 from another phone.

National Relay Service

The National Relay Service (NRS) is a telephone service for people who are deaf or have a hearing or speech impairment. It is a government initiative managed through the Australian Communications and Media Authority (ACMA). People are able to call the AEC via the NRS to facilitate the conversation.

When you receive an NRS-facilitated call, the relay officer will announce the call to you, such as, 'Hello, I have a call for the AEC from the National Relay Service. I have [caller's name] on the line. Please go ahead'.

You may find that there is a short delay as the relay officer uses their keyboard to type your response to the caller and the caller types to the NRS in return. You may hear the relay officer on the line, or in some cases, the caller themselves.

During the call, it may be useful to say 'Go ahead' when you have finished speaking. We do not receive invoices for this service. It is a government initiative open to anyone to use.

Recorded messages for switchboard

Callers who ring the **National Office switchboard number** (02 6271 4411) outside our business hours (9-5pm) will hear a pre-recorded message providing them with information regarding our hours of operation.

It is our responsibility to record these messages when they require changing. Prior to each ACT public holiday and the Christmas shutdown period, you will need to ensure this is done. See [Appendix D](#) for detailed instructions on recording voicemail messages. See [Appendix C](#) for a full transcript of each recorded message.

Recorded message (IVR) for 13 23 26 number

This is the recorded message on the 13 number. Outside of a federal election, there are occasions where you may wish to update this and put a diversion in place. To have the message changed, you must either email the AEC's telephony section in IT with a request, or submit an IT request form with the details. Often you will need to provide a week's notice. Always check it has gone through by ringing the 13 number.

Google – to update AEC office locations



Email Procedures

Mailboxes

The Public Engagement team are responsible for the following mailboxes:

- info [REDACTED]

- complaints management
- public engagement

Email enquiries may be received from a variety of sources including, but not limited to, the general public, government departments and agencies, and members of Parliament.

It is your responsibility to:

- Manage incoming emails to the INFO@ mailbox
- Prepare prompt and appropriate responses to enquiries from our standard replies, and when appropriate, liaise with other branches for information
- Ensure all INFO emails received and sent, are kept.

It is important to remember that all emails sent from your work email are documents that may be retrieved and possibly disclosed under Freedom of Information legislation (even when an email has been deleted). As such, the content of emails should always be written in a polite, business-like and factual manner. You should remain professional in your dealings at all times.

Outlook folders for info@ mailbox

Within Microsoft Outlook, folders are set up for each year, and, within each year, each month. Each month contains the same sub folders by topic name. At the start of each month, you will need to create a new folder and sub folders for the next month. Monthly folders' names use the same format (e.g. for the month of January it is '01 – January', Feb is '02 – February'). The number at the start ensures that the folders are arranged in order from January through to December. Within each month, the following subject folders should be set up.

| Folder name | Email subject |
|----------------------------|--|
| Elections – Federal | Any aspect of federal elections or other elections the AEC conducts, such as industrial elections. |
| Elections - other | State or local elections - voting, non-voter enquiries, results. |
| Employment | Casual or permanent employment. |
| Enrolment / electoral roll | Enquiries about the electoral roll, enrolment, enrolment-related forms. |
| FDEU | Federal Direct enrolments |
| Form/Product request | Emails requesting a product or publication from the AEC, such as a boundary map, form etc. |
| Legal | Legal matters such as electoral advertising, legislation and FOI requests. |
| Other (incl Feedback) | Emails which have no association with another folder and feedback. |
| Overseas | All overseas forms and overseas related requests. |

| | |
|------------------------------|---|
| Pending | Emails which you are unable to immediately respond to, and which require further information. Usually referred to another Branch. |
| Political Parties (incl FAD) | Emails about political parties, their federal registration, eligibility for Parliament, Funding and Disclosure etc. |
| Non-voter | Emails where elector has received non-voter notice from the AEC |
| Redistributions | Emails about changes to electoral boundaries (i.e. divisions) |
| Thanks / NFA | All thank you emails or emails that do not require further action |
| Voting | Electors are asking about voting. |

When the folders are set up correctly, they should appear as shown below.



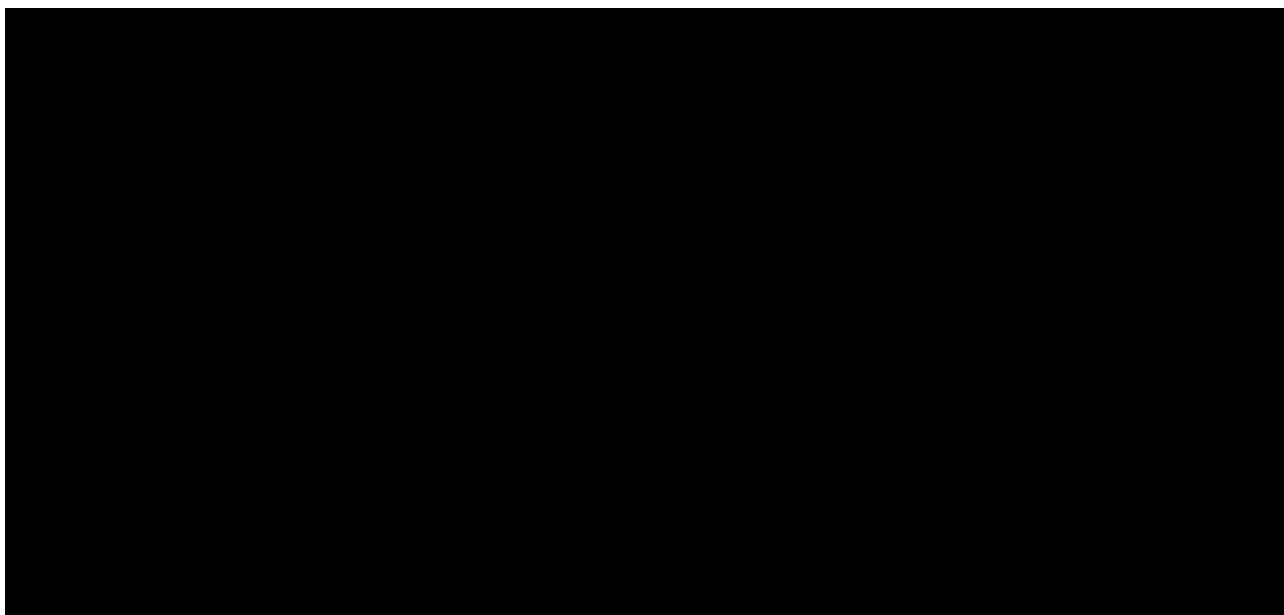
At the start of each year, the previous year's content must be moved into the folder titled 'Archived Data'. This includes all the sent emails for the previous year. You can do this yourself or ask IT Support for assistance. If you are archiving 2020 data for example, a new folder needs to be created under 2020 titled 'Sent'. All emails from the INFO sent folder must be moved into this folder. This makes searching for a sent email a lot faster. This also means at the start of each year, the INFO sent folder will be empty.

INFO Personal Message Manager (PMM)

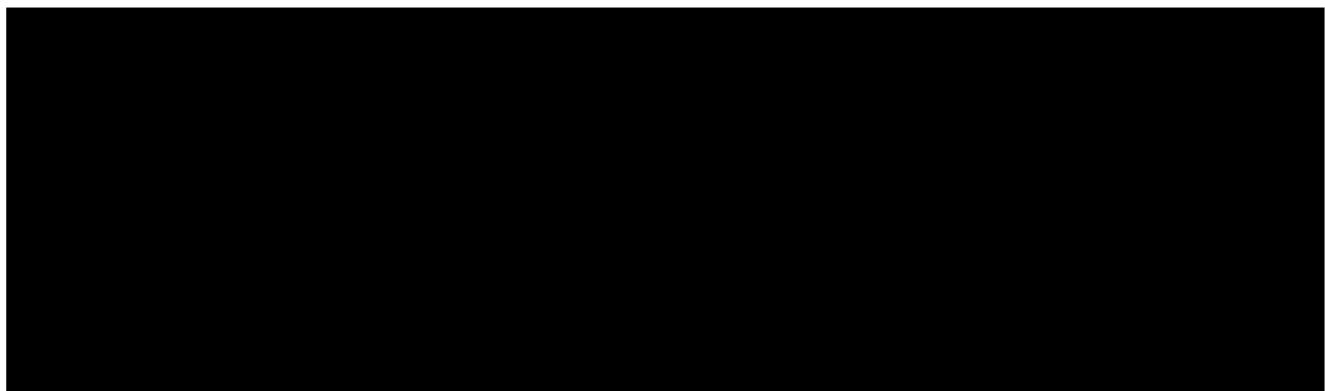
The PMM is a SPAM (junk mail) filter. This works in the background to filter out any incoming emails which the AEC IT system thinks may be junk or malicious.

Each afternoon at 3pm, you will usually receive an email from pmm@aec.gov.au. It contains a link for you to check any emails which the system has deemed to be possible spam or malicious. You must check the spam for each of the three shared mailboxes each day. Also check your personal mailbox.

To add the shared mailboxes to your spam filter, refer to the image below. Select the 'Options' tab in the blue toolbar at the top of the page, then select 'new'.

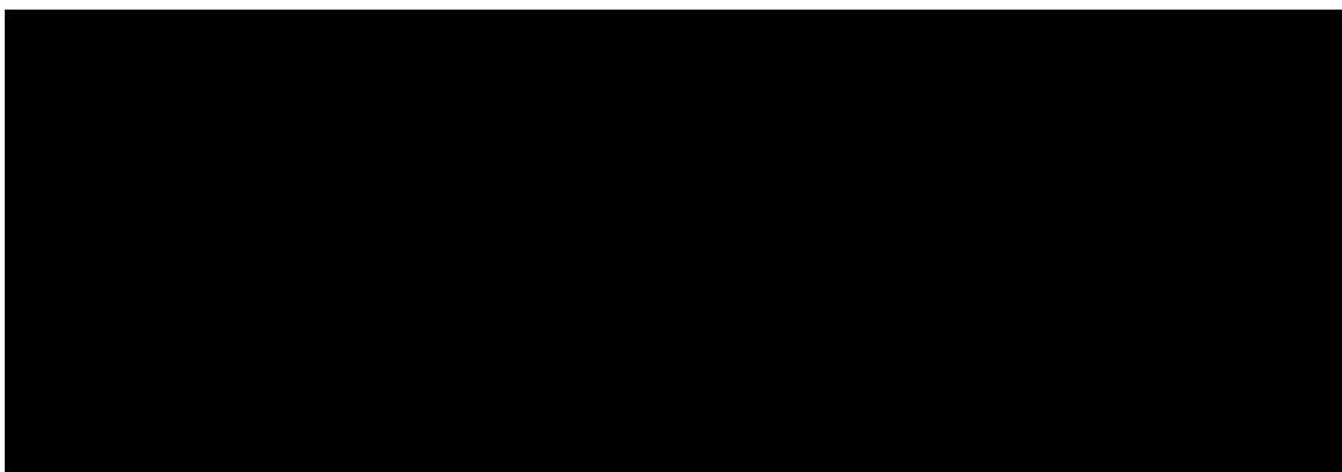


Enter the shared mailbox address and select OK.



Once you have added each mailbox, you must check them each day by clicking the links on the left-hand side of your home screen, as shown in the next image.

↳Personal Message Manager



This will have mostly junk emails, but will occasionally capture legitimate emails. Legitimate emails need to be **Delivered** so they can be responded to. This works the same as for your personal mailbox.

The spam filter sometimes needs to be checked more often than once a day, particularly if it's a close of rolls day or redistribution submissions are due.

View each email in your browser window before releasing any legitimate ones. To release an email, tick the box to the left of the email and click 'Deliver'. The email will then appear in the relevant mailbox for you to check and action. You will also need to clear out the remaining junk emails from the PMM by ticking them and clicking 'Delete'. If you are unsure, contact the IT service desk.

Occasionally a malicious email will slip through the spam filter. Always check emails and if you are unsure whether it may be malicious, seek advice from IT Support.

Email response targets

Five working days is the current service level for enquiries. Ten working days is the current service level for complaints.

Triaging of enquiries

Emails that come into the INFO@ mailbox should be triaged according to the urgency of the enquiry and the urgency of response required. As a general rule, all complaints, FOI requests, silent enrolment applications and legal matters etc. should be actioned immediately. Enrolment forms are actioned next, then other forms. The remainder of the enquiries can then be actioned starting with the oldest first.

There are times when emails of a certain nature should have priority over other enquiries. For example, in the lead up to a roll close, enrolment-related enquiries and forms are to be given priority. Other forms and non-urgent enquiries can be actioned next.

Complex enquiries

Complex enquiries and complaints may take a longer period of time to resolve. In this case, you should acknowledge receipt of the enquiry using the [acknowledgement templates on the intranet](#), and advise the client of an estimated timeframe for a response.

Organising the inbox

On an average day you may receive approximately 50-100 emails. At busier times there may be a couple of hundred. If you need help due to the volume, ask for help. If you are unsure how to answer an enquiry, ask for advice or forward it to the relevant business area, asking them to provide a response.

The easiest way to organise the inbox is to action all similar emails at the one time. Preview each email in the Microsoft Outlook window to determine the nature of the email, then action as appropriate.

It is easiest to do this in the following order:

| Action | Notes |
|---|--|
| 1 Delete all junk mail and spam items | This may remove 40% of the emails in your inbox |
| 2 Forward emails through to another Branch/colleague, where appropriate | For example, forward job applications to recruitment, and funding and disclosure enquiries to FAD, FOI requests to Legal Services etc. |

| | | |
|---|--|---|
| 3 | Forward any forms to the appropriate divisional office | This may include silent elector forms, overseas notification forms, enrolment forms or change of address forms. |
| 4 | Answer simple enquiries next (i.e. how do I change my address?) with the appropriate standard response | |
| 5 | Answer difficult enquiries that require more detailed responses, or refer them to the business area. | Drag the original email into the 'pending' folder until you have received a response from the business area, then move it into the relevant topic folder. |

AEC Forms

A simple rule to remember is that ALL forms associated with a person's enrolment are to be sent to the appropriate divisional office for processing. National Office does not process any enrolment or special category forms.

You can find the divisional office/electorate by using our 'Find my electorate' facility:
<https://electorate.aec.gov.au/>. The quickest way is to search by postcode.

Silent Elector Forms

Silent elector application forms are to be sent to the relevant division marked as 'High Importance' and classified 'OFFICIAL:Sensitive'.

Faxes

The AEC generic fax number, (02) 6215 9999, is not connected to a physical fax machine. Rather, all incoming faxes are converted and received as an email attachment to the info@aec.gov.au mailbox. As this form of communication becomes obsolete, you will rarely receive any.

On receipt of a faxed email, open the attachment and check whether the fax is addressed to a particular staff member or area. If so, forward the email to the appropriate division or person. If it is a general enquiry, please respond. Delete if it is junk mail.

Sent emails

When emails are sent from a shared mailbox, a copy will automatically be saved in the 'Sent Items' folder. A copy is also saved in your personal 'Sent Items' folder. To prevent your personal mailbox from becoming too full, you should regularly delete any old INFO@ sent emails from your personal 'Sent Items' folder. **Do not delete any emails which are in the shared 'Sent Items' folder.**

Answering Simple Enquiries

Various resources are available to assist you with answering enquiries. Information may be found in the following places:

| Name | Location | Notes |
|--|---|--|
| AEC website | www.aec.gov.au | Contains all information available to the public. Useful for information on education , AEC publications , voting information , and for locating various enrolment forms . |
| AEC intranet | http://intranet/ | Useful for contact information for other Branches, state and divisional offices, as well as colleagues. Also contains the Daily Press Clippings and various AEC forms and templates. |
| Precedent scripts | objdir://objective.prod.aec.gov.au/document/view/vA1343238?userId=uA37 | Contains 40+ pages of scripts that have been used to respond to particular topics. This document requires regular review to ensure currency of information. |
| FAQs | https://www.aec.gov.au/faqs/ | Use the search function to locate information on a lot of subjects, including electoral roll access, polling place requirements, candidate information, electoral advertising, enrolment enquiries, etc. |
| ECCA | https://callcentre.prod.dmz.aec/ | This application contains QAs and Email Standard Replies (ESR) for responding to enquiries. QAs are written for speaking to someone over the telephone. ESRs are for email responses. ECCA is predominantly used by the AEC call centre during election periods and has a variety of different uses. |
| Roll Management Scripts for common enquiries | https://aecspace.prod.aec.gov.au/sites/intra-docs/_layouts/15/DocIdRedir.aspx?ID=DOCID-13-481 | Response scripts for enquiries resulting from AEC SMS and email contact, including enrolment stimulation activities. |
| E-Roll | http://eroll/ | This is an electronic version of the publicly available electoral roll where you can assist with confirming a person's current enrolment. It contains an elector's name, enrolled address (if enrolled) and federal electorate. Silent elector addresses are not listed. |
| Public Engagement Contact Tool (PECT) | http://appspace/sites/enquiries/SitePages/Home.aspx | All enquiries received by mail, telephone and fax are to be entered into PECT. All complaints, regardless of method of receipt, are to be entered into PECT. |

| | | |
|-------------------|---|--|
| GENESIS | http://genesis.prod.aec.gov.au | A more detailed version of the electoral roll. Use this to confirm enrolment details, check notations etc. |
| Electorate Search | https://electorate.aec.gov.au/ | NB: Never provide electoral roll information to an enquirer. You can only confirm or deny enrolment details which have been given to you first. |

Close of rolls for state and local elections

Although the AEC is not responsible for the conduct of state and local elections, the AEC is responsible for the management of the electoral roll on which most of these elections are based. Each state and territory has their own completely separate electoral commission which runs state and most local elections in their state, hence there are [nine different electoral commissions in Australia](#).

Prior to every election (whether it is federal, state or local - LGA) there is a close of rolls date. The ['close of rolls'](#) is the cut-off date and time at which the electoral roll closes for a particular election. When the writs are issued for the federal election, a date is set for the close of rolls. **After this date, any updates will be processed after the federal election. It will not take effect in time for the current election.**

Enrolment Branch is responsible for advising info of any upcoming dates for close of rolls. You will also be advised of the divisions or state that it relates to. It is important all enrolment type forms are sent to divisional offices to be processed as soon as possible.

The introduction of online enrolment forms and the [Scanned Form Upload facility](#) has significantly reduced the number of enrolment forms received by the INFO@ mailbox. Due to the reduced workload involved for a state or local close of rolls, some staff from Enrolment have capacity to check the INFO mailbox for any forms which may be received. To arrange temporary access to the INFO mailbox for other staff, you will need to submit a request via the [IT Customer Portal](#) with the relevant staff name/s and the dates that access is required for.

Electoral roll searches

Confirming enrolment enquiries – from the elector concerned

While electors can verify their enrolment on our website at <https://check.aec.gov.au/>, you will receive enquiries from people who cannot verify their address. This may be because they have not updated their address and are still enrolled to vote at an old address. They may have been

removed from the roll or the AEC or a state electoral commission has automatically changed their address, based on information received from other agencies (i.e. FDEU)

These queries must be dealt with in line with the procedures: [Requests for Enrolment Information from Electors](#).

Third party enquiries

See the procedure for [Requests for Elector Information from Third Parties](#).

Bomb threat / telephone threats

A bomb threat or telephone threat is a very serious situation.

If a bomb threat/telephone threat call is received, the following steps should be followed:

- Signal to your supervisor/other colleagues around you
- Use the [Telephone Threat Checklist](#) to obtain as much information as possible – see Appendix F
- **Do not hang up** or use the phone after the caller hangs up. Police may be able to trace the call.

If you receive any threatening or suspicious calls or emails (not including junk mail), always contact the [Agency Security Advisor](#) for instructions on how to proceed.

Branch Contacts

| Area | Internal | External | Email |
|---|------------|------------|------------|
| INFO Hotline | [REDACTED] | [REDACTED] | [REDACTED] |
| Security Desk in foyer | [REDACTED] | [REDACTED] | [REDACTED] |
| Media | [REDACTED] | [REDACTED] | [REDACTED] |
| Operations help desk | [REDACTED] | [REDACTED] | [REDACTED] |
| Redistributions | [REDACTED] | [REDACTED] | [REDACTED] |
| Human Resources (Pay) | [REDACTED] | [REDACTED] | [REDACTED] |
| Payroll – AEC staff | [REDACTED] | | [REDACTED] |
| Payroll – temp election staff | [REDACTED] | | [REDACTED] |
| Recruitment | [REDACTED] | | [REDACTED] |
| Multi Voter/Non-voter | | | [REDACTED] |
| Requests for copies of the Roll (not stats) | | | [REDACTED] |
| Enrolment statistics | | | [REDACTED] |
| Workplace Health & Strategy | [REDACTED] | | [REDACTED] |

| | | | |
|-----------------------------|------------|------------|------------|
| IT Support | [REDACTED] | [REDACTED] | [REDACTED] |
| Accounts | [REDACTED] | [REDACTED] | [REDACTED] |
| FAD | [REDACTED] | [REDACTED] | [REDACTED] |
| Industrial elections | [REDACTED] | [REDACTED] | [REDACTED] |
| International | [REDACTED] | [REDACTED] | [REDACTED] |
| Education / NEEC bookings | [REDACTED] | [REDACTED] | [REDACTED] |
| Legal Services | [REDACTED] | [REDACTED] | [REDACTED] |
| Authorisations | [REDACTED] | [REDACTED] | [REDACTED] |
| Elections | [REDACTED] | [REDACTED] | [REDACTED] |
| Property maintenance | [REDACTED] | [REDACTED] | [REDACTED] |
| Security Advisor | [REDACTED] | [REDACTED] | [REDACTED] |
| ELIAS Help Desk | [REDACTED] | [REDACTED] | [REDACTED] |
| Public Interest Disclosure | [REDACTED] | [REDACTED] | [REDACTED] |
| L & D Hotline | [REDACTED] | [REDACTED] | [REDACTED] |
| Ministerial & Parliamentary | [REDACTED] | [REDACTED] | [REDACTED] |
| Fraud Hotline | [REDACTED] | [REDACTED] | [REDACTED] |
| ELMS Help Desk | [REDACTED] | [REDACTED] | [REDACTED] |

Assistant Commissioners/Executives

Phone: If you receive a call from a member of the public wanting to speak to the Commissioner, DO NOT transfer them. If the call is from another government department, ask for the caller's name and the nature of their call. Warm transfer them through to the appropriate Executive Assistant – not to the Commissioner directly. It is the responsibility of the Executive Assistants to filter phone calls for their respective executives.

Email: Forward any incoming emails through to the appropriate business area, regardless of who it may be addressed to. If it is an invitation or matter specifically for the Commissioner, the email should be forwarded to the relevant Executive Assistant.

Employment/payroll enquiries

You will receive enquiries from AEC employees wanting to speak to someone about their employment, or payments for work. There are two sections to which these calls should be directed.

If the caller is a temporary election staff member, they should be directed to the appropriate area in People Services:

[REDACTED]

[REDACTED]

[REDACTED]

If the enquiry is an **APS** staff member, they should be transferred to:

Human Resources/Payroll
[REDACTED] [REDACTED]

There are also Recruitment Officers, WH&S Officers, Rehabilitation Case Managers, etc., which you may need to transfer calls through to. To decide where to transfer the call, open the AEC intranet homepage and using the top right-hand search bar, enter the name or area you are looking for. Alternatively there are branch contact lists which can be accessed at the bottom of every intranet page under the heading 'Offices & branches'. You can also search AEC corporate directory numbers through your desk phone.

Electoral roll enquiries

If a member of the public wishes to view the current electoral roll, a copy is available for public inspection at any [AEC office](#). Alternatively, the enquirer can check their enrolment on our website. The AEC does not have publicly-available historic rolls.

Enrolment statistics

If you receive a request for enrolment stats, not available on our [website](#), please refer it to
[REDACTED]

Requests for roll data

All requests for a copy of the electoral roll from candidates, government agencies or health bodies are to be referred to Roll Products in NO at [REDACTED]. Requests from the general public or commercial organisations, searching for an individual, can be [provided with our standard reply](#). Further information about access is available on our website.

While electoral roll information is exempt from the FOI Act, all requests made under the FOI Act should be dealt with in the same way as all FOI requests.

More Complex Enquiries

Complaints of possible breaches of the legislation

All complaints of possible breaches of the [Commonwealth Electoral Act 1918](#), and/or other Commonwealth legislation, such as the [Privacy Act 1988](#), must be forwarded promptly to the

Chief Legal Officer in our Legal Services area. Please forward these to the Legal Service shared mailbox and only use the protective marking 'Unclassified'.

Email: [REDACTED]

Complaints may include, but are not limited to:

- Compulsory enrolment and voting
- Privacy breaches
- Electoral advertising (refer enquiries to the publication on our website),
- Enrolment Fraud and multiple voting
- Polling place offences
- Influencing votes etc.

Freedom of Information (FOI) Requests

Any requests made under the FOI Act must be sent to Legal Services mailbox.

Enquiries about MP entitlements for electoral purposes

The AEC has no responsibility for MP entitlements. Refer the enquirer to the Dept. of Finance website for information:

<http://www.finance.gov.au/>

If they do not have internet access, give the enquirer the following contact details:

Phone: 02 6215 2222

Enquiry/Complaint from organisation wanting copy of the roll

The policy details are outlined in Roll Why – Access to Enrolment Information.

Current roll:

All requests for the current roll should be referred to Roll Product and services (RPS).

Historic roll:

Requests for old electoral rolls. These are available through any local library but only up until 2004. After 2004, access to the roll was restricted and no longer provided to libraries.

Prior to 2004 the roll was freely available for purchase. Following the implementation of the *Electoral and Referendum Amendment (Access to the roll and other measures) Act 2004*, the roll was prohibited from sale.

Pre-2004 enrolment data may also exist on other internet sites (e.g. ancestry.com).

Copies of the current electoral roll may only be disclosed to prescribed persons or organisations as listed in the *Commonwealth Electoral Act 1918*.

Enrolment Fraud

In order to manage the workload associated with the investigation of possible enrolment fraud, RMCE and the enrolment network take on a triage role, undertaking the initial investigation of potential cases.

All potential cases of enrolment fraud should now be forwarded to RMCE [REDACTED] in the first instance.

Industrial elections and Protected Action Ballots (PAB)

The AEC conducts other elections in accordance with the *Fair Work Act*.

If you receive any enquiries regarding Industrial Elections or PABs, a list of industrial elections we are currently running is available on our website:

<https://www.aec.gov.au/ieb/industrial-elections.htm>

Please refer any enquiries either to the relevant state Returning Officer, as per the table below, or to:

Industrial Elections: [REDACTED]

Appendix A

Incoming calls

It is important to determine the nature of all calls as a first step.

- The switchboard number receives a fair number of marketing and sales calls. These are not to be transferred to staff.
- You may not confirm any of the following information to a caller: whether a person works for the AEC, a person's work number, a person's email address, or the format of AEC email addresses - e.g. [REDACTED]

Calls for Senior Executive Staff (Assistant Commissioners and above).

- **Do not transfer calls from members of the public.** Take a message. You could say, "I cannot transfer your call to the Electoral Commissioner, but I can take a message and pass it to her/his office for action."
- **If the caller identifies themselves as a member or senator, executive office holder (President, Vice-President, Secretary) of a major political party, or a person from another Government Agency, contact the relevant Executive Assistant in the Executive Area (for a member of ELT) or Branch Project Officer to discuss.**

Transferring a call to an internal number

To transfer a call to an internal extension number:

- When you answer a call, your telephone screen will display a button marked 'Transfer'. Press the button.
- Dial the extension number.
- Wait for the ring tone.
- Speak to the EA and provide them with the caller details.
- If they choose to accept the call, press the button marked 'Transfer' again and hang up.
- The call is now transferred.

Transferring a call

If the call is for an AEC help desk, there is no need to announce the caller before transferring the call. Calls to individual staff can be pre-announced.

- Press the button marked 'Transfer'
- Dial the extension number [REDACTED]

- Wait for the ring tone. Announce the caller if need be, or
- Press the button marked 'Transfer'
- Hang up

Appendix B

How to record new messages

We have three different pre-recorded messages for the Switchboard phone: One for standard business hours, one for public holidays and one for an emergency. You can also forward the switchboard phone to another area within the AEC if needed.

These messages are recorded by us.

Standard Business Hours

A recorded message is automatically activated each working day. Calls will come through to the Switchboard from 9am each business day until 5pm when callers will receive a message to say we are closed. Provided standard business hours don't change, you will not need to record a message for this service.

At election time, calls go directly to the call centre. As the call centre has extended hours, there is no need to record another message. When the call centre is closed, callers will hear our standard business hours message.

Public Holidays

On public holidays a message needs to be recorded to advise callers we are closed. The messages to use are provided below. See **Appendix E – Changing the recording** on the Switchboard phone.

Emergency

The emergency message is used in the event there is an emergency and it is safe for you to record a new message.

Forwarding the Public Enquiry phone to another area within the AEC

To transfer calls to another phone while the Public Engagement team is away

Transferring switchboard to an internal number

- Pick up handset on [REDACTED] phone
- On the phone touchscreen, press **Fwd Reception (FR)**

- Enter the five-digit number (or any number you want the calls to be forwarded to). You will hear beeps.
- Put handset down
- Check that phone has been forwarded to the selected phone number by phoning 02 6271 4411 from another phone.

To transfer calls back to the switchboard.

- Press ‘Fwd Cancel’ (FC). You will hear beeps.
- Pick up and put handset down
- Check that phone has returned to the PE team by phoning 02 6271 4411 from another phone.

How to change the critical incident message



Appendix C

List of Recorded messages

Switchboard recorded messages

To ensure consistency and professionalism across the AEC, the following voicemail scripts are to be used:

Public holiday shutdown recorded message (most common message)

Thank you for calling the Australian Electoral Commission.

Our office is currently closed due to the [insert name] public holiday and will re-open at 9am on [insert date].

For electoral information during this time please visit our website www.aec.gov.au

Business message (out of normal hours)

Thank you for calling the Australian Electoral Commission.

Our opening hours are between 9am and 5pm, Monday to Friday. We are sorry we can't take your call at the moment.

Please call back later or you can send us a message via our website at www.aec.gov.au. Our website also has electoral information that may help you with your enquiry.

Emergency message

Thank you for calling the Australian Electoral Commission.

We are sorry we can't take your call at the moment.

Please call back later or you can send us a message via our website at www.aec.gov.au. Our website also has electoral information that may help you with your enquiry.

Christmas shutdown recorded message

Thank you for calling the Australian Electoral Commission.

Our office is closed from [day] the [date] of December, and will reopen on [day] the [date] of January.

For electoral information during this time, please visit our website www.aec.gov.au

Easter shutdown recorded message

Thank you for calling the Australian Electoral Commission.

*Our office is closed from [day] the [date] of [month], and will reopen on [day] the [date] of [month].
For electoral information during this time, please visit our website www.aec.gov.au*

Appendix D

Outgoing calls

Translator calls

If you need to contact a person who does not have English as a first language, see [Instructions for using Language Loop's telephone interpreting service](#).

- Enter your PIN Number: [REDACTED]
- Identify yourself, e.g. John Smith, Australian Electoral Commission
- Follow the prompts to enter the customer's telephone number and VITS will make the connection.
- You will also be prompted to enter an employee number or cost centre code – please enter your telephone number or press hash (#) to continue.
- Once connected, you can proceed to talk to your customer through the interpreter

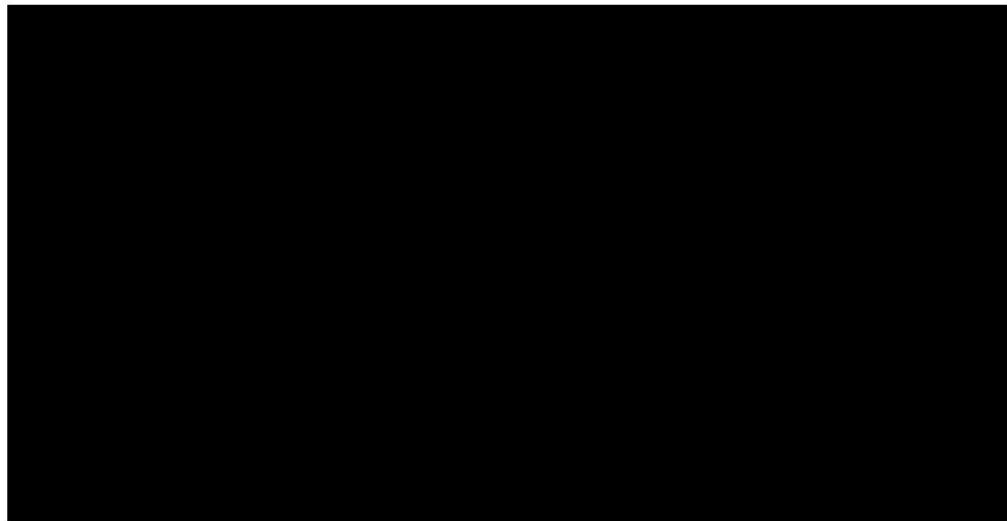
Appendix E

Changing the recording on Switchboard phone

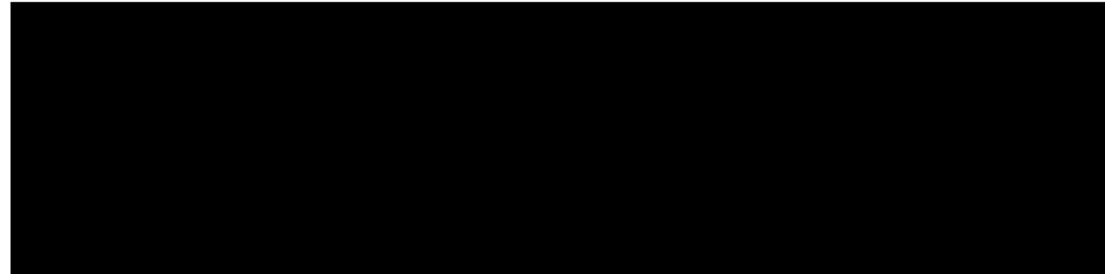
Voicemail Setup

[REDACTED]

[REDACTED]



[REDACTED]



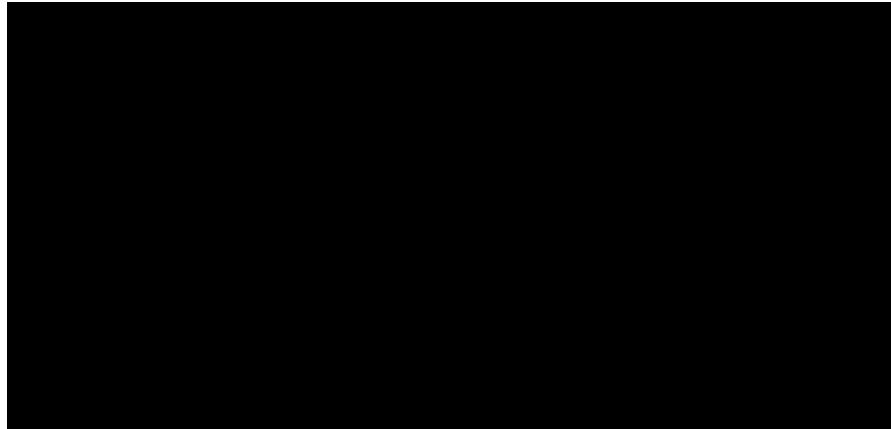
[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]



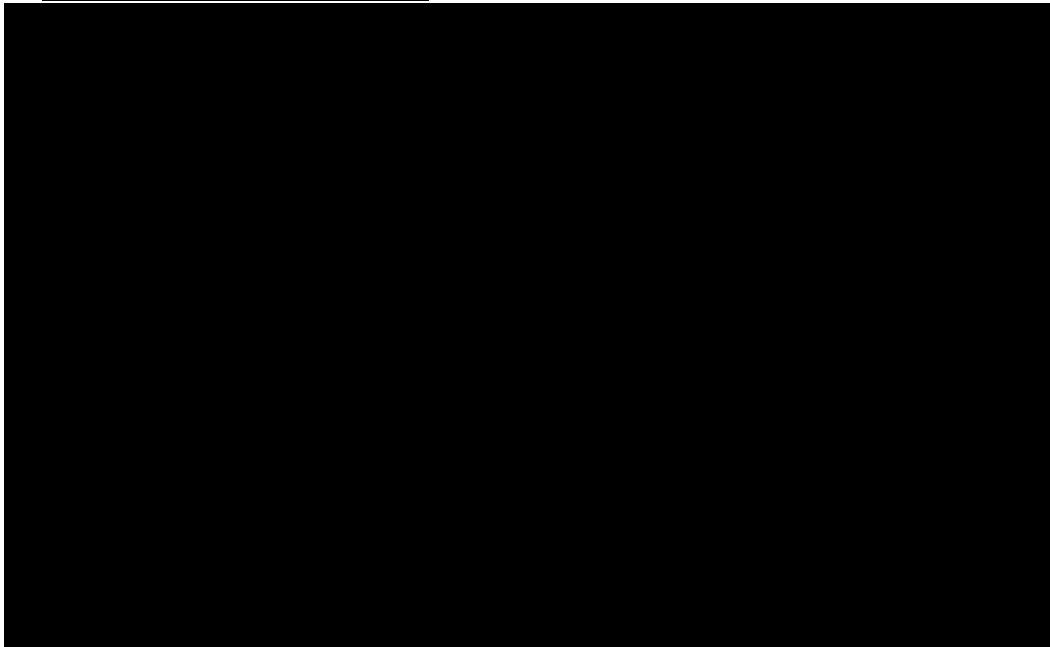
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

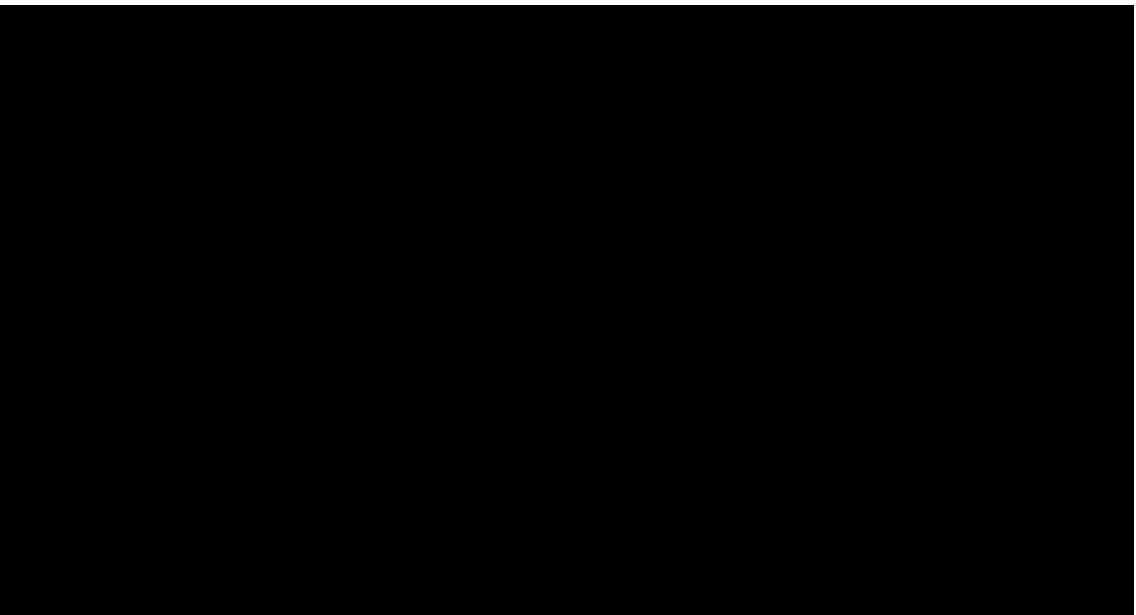
[REDACTED]

[REDACTED]

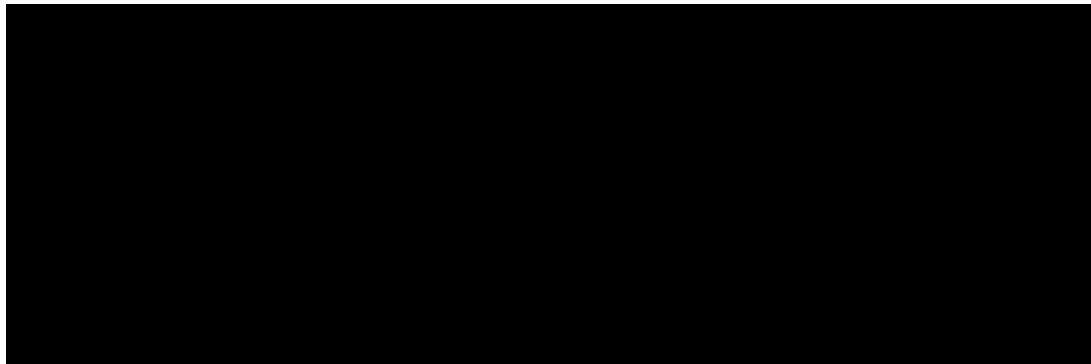
[REDACTED]

[REDACTED]

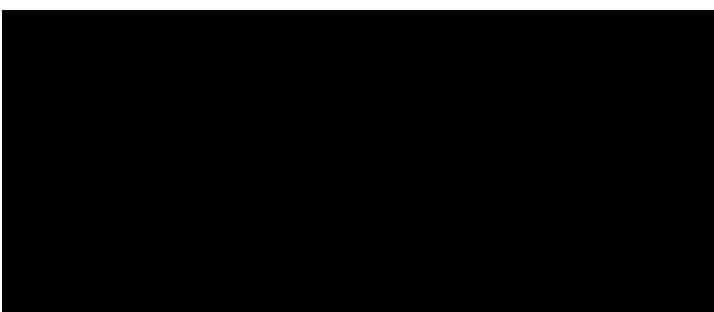
[REDACTED]



[REDACTED]



[REDACTED]



Test



Recording a business hours voicemail message:



APPENDIX F

Compiling the Complaints Management Report

Timing

A quarterly report is produced about 8 - 10 days into the next month. This allows for most complaints or enquiries for the previous month to be resolved, meaning data entered in the report will be more accurate.

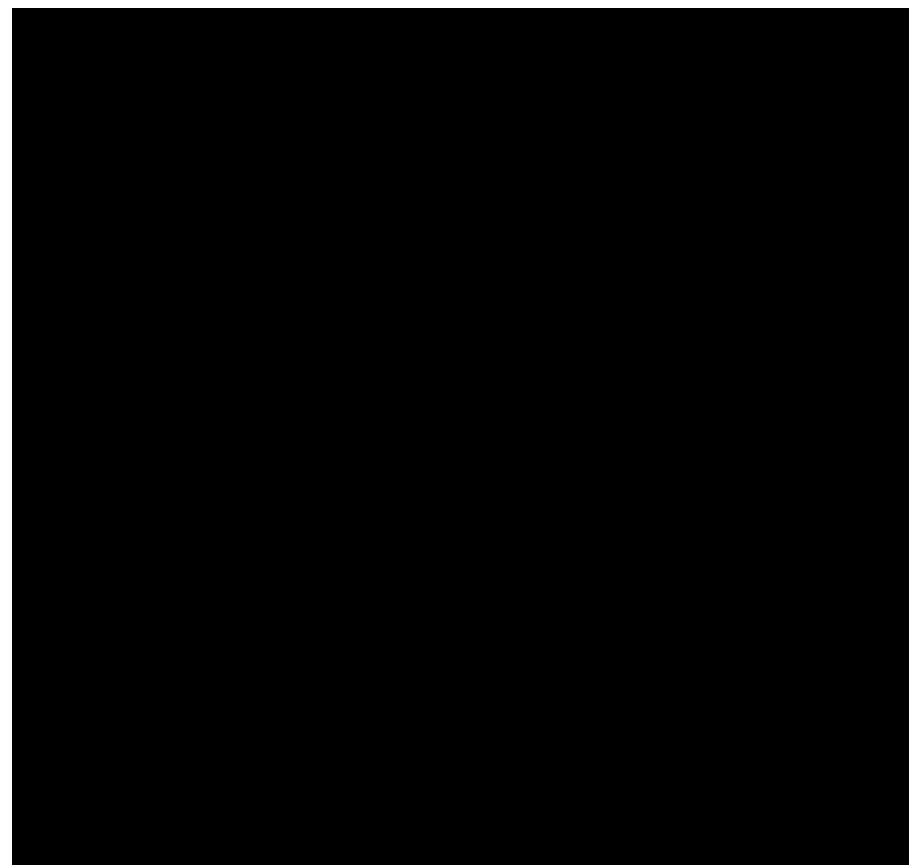
Distributing the Report

The Report is to be distributed through the Senior Parliamentary Officer, DAE Branch to the Organisational Health Committee (OHC) Secretariat, state/territory managers and First Assistant Commissioners

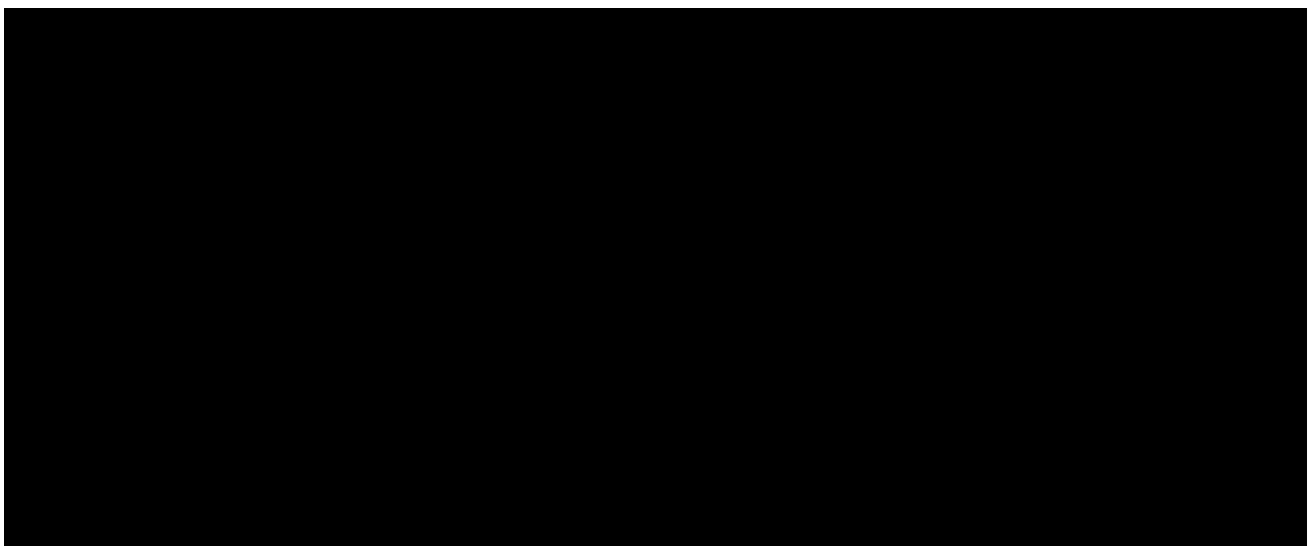
The Report will then be considered at the monthly OHC meeting on the second Wednesday of that month.

Data for the Report

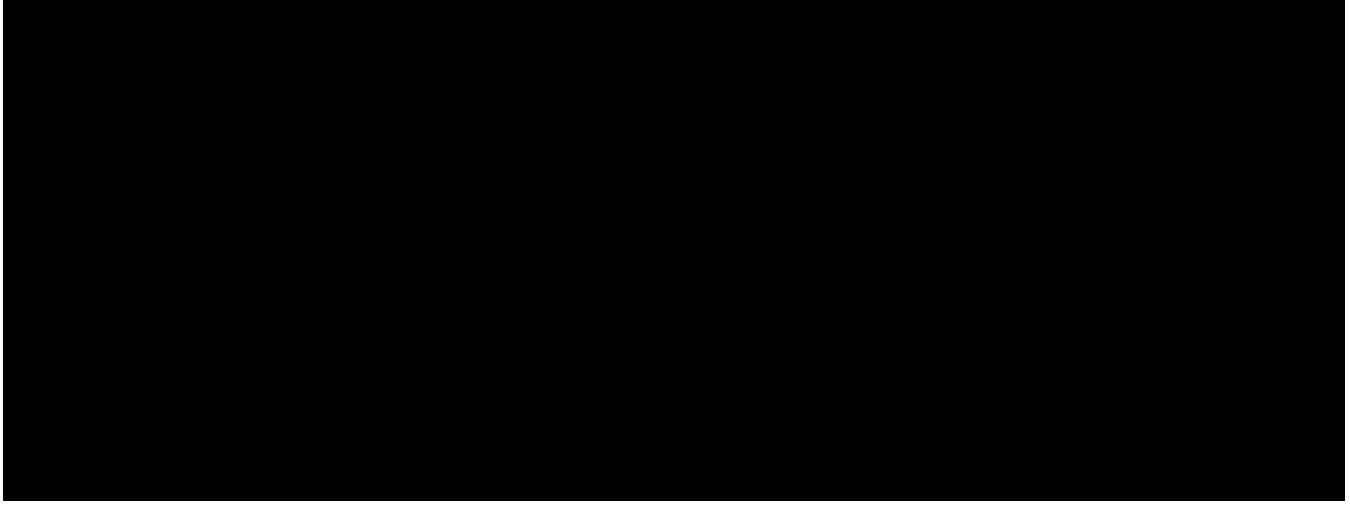
1. Extract the data from the Public Engagement Contact Tool (PECT) as an Excel spreadsheet.
 - a. A quick link to PECT is available from the AEC Intranet homepage – see below.



- b. Select Supporting Documentation on the left-hand side of the PECT homepage – see below.



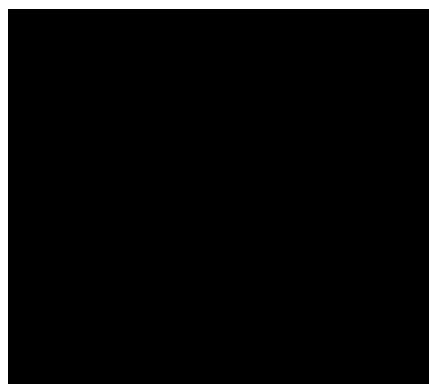
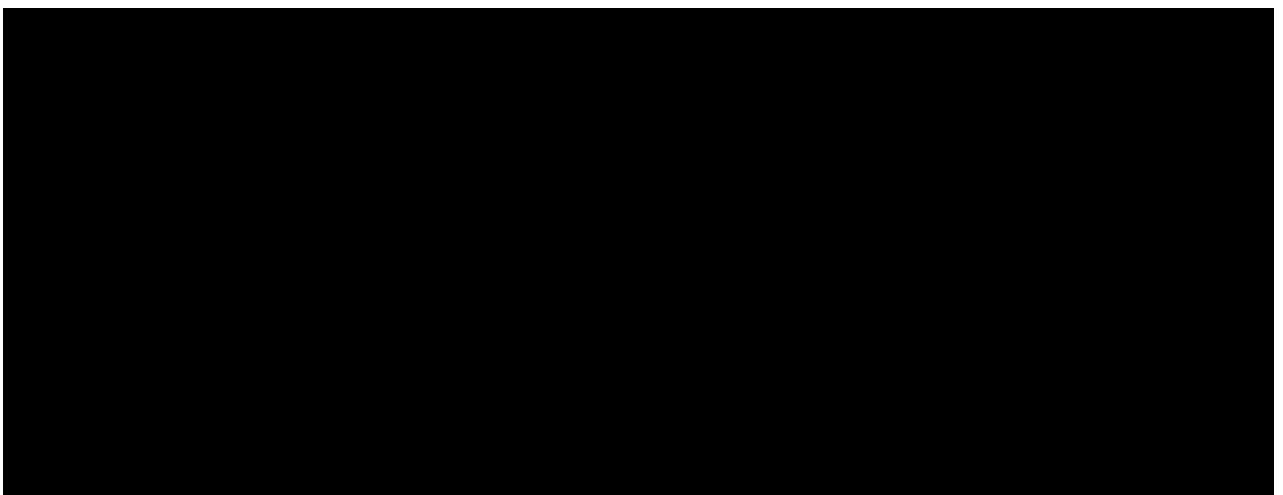
- c. The guide will appear as one of the documents listed – see below. Open the guide and follow the instructions. Once all the steps in the guide are complete, you are ready for Step 2.

- 
2. Save the Excel spreadsheet in the National (N) drive – National – corporate – DAE – OHC – Detailed complaints managements information – [year]

Use this saved Excel spreadsheet to compile the Complaints Management Quarterly Report.
Click on ‘Enable Content’.

3. Getting the data ready:

From the green bar, select ‘Data’ – see below.



- b. Then go to Column AF (Deleted) and select FALSE The TRUE box should be blank – see above.
- c. Save the data in the N Drive **National (N) drive – National – corporate – DAE – OHC – Detailed complaints managements information – [year]**

The Excel spreadsheet is now ready to compile the Complaints Management Quarterly Report.

Completing the Complaints Management Quarterly Report

- The easiest approach is to update the previous report – a Word document.
- Previous Complaints Management Quarterly Reports are in **DAE – P&SE – Public Engagement Team – Complaints Management – Quarterly Reports -**
- Save the previous report using the naming convention of the previous report, updating the details for the current quarter, such as dates. The ‘Trending themes and issues’ information will be updated at the end once the data is compiled.
- The data under ‘Current Quarter’ columns in Tables 1, 3 and 4 can be copied and pasted under the ‘Previous Quarter’ columns.

FILTERING NOTES

Filters are applied by clicking on the ‘funnel-shaped’ icon at the top of each column. For each Table, select the combinations of the relevant data and leave blank the boxes not required.

Click on the top of Column C (Number of Enquiries). The **Sum** figure will be at the very bottom towards the right-hand side of the Excel spreadsheet after each filter is applied. **DO NOT** use the **Count** figure. If the **Sum** figure does not appear, click on any cell in Column C and press Ctrl+Space.

If a category does not appear when applying particular filters, it means that there is no data for that category. Enter 0 (zero) when there is no data.

4. Using the filter below, note the **Sum** total of complaints as you will need this figure throughout the report – see diagram below.
5. Column K (Type of Enquiry) – Complaint.(i.e. Feedback, Public enquiry and Suggestion should be blank)

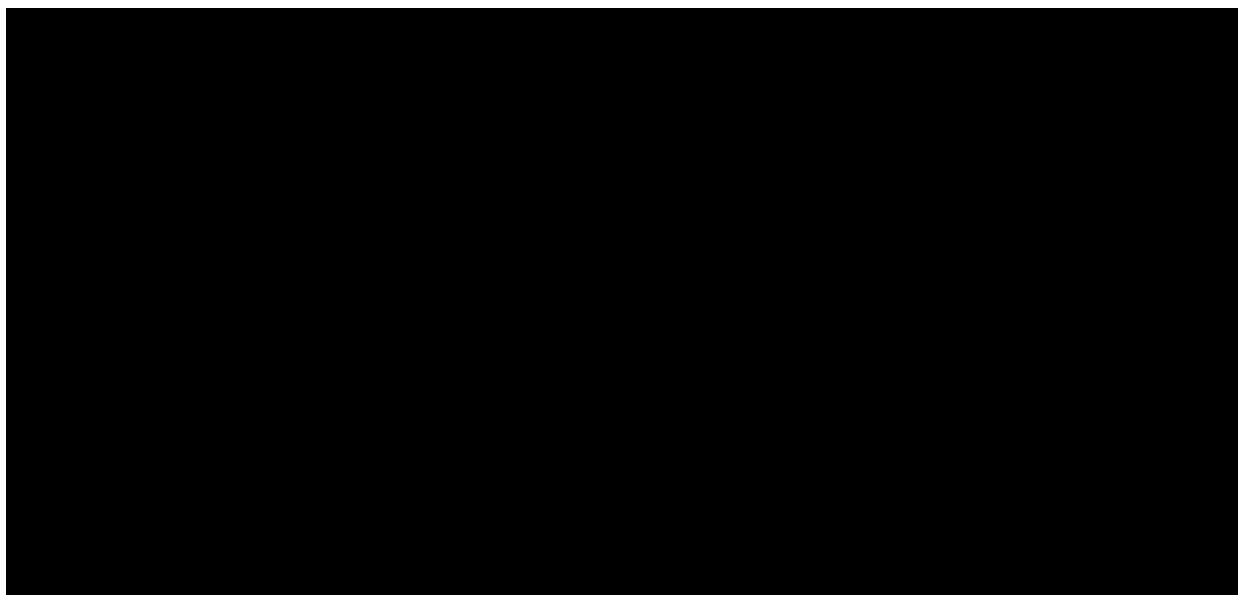
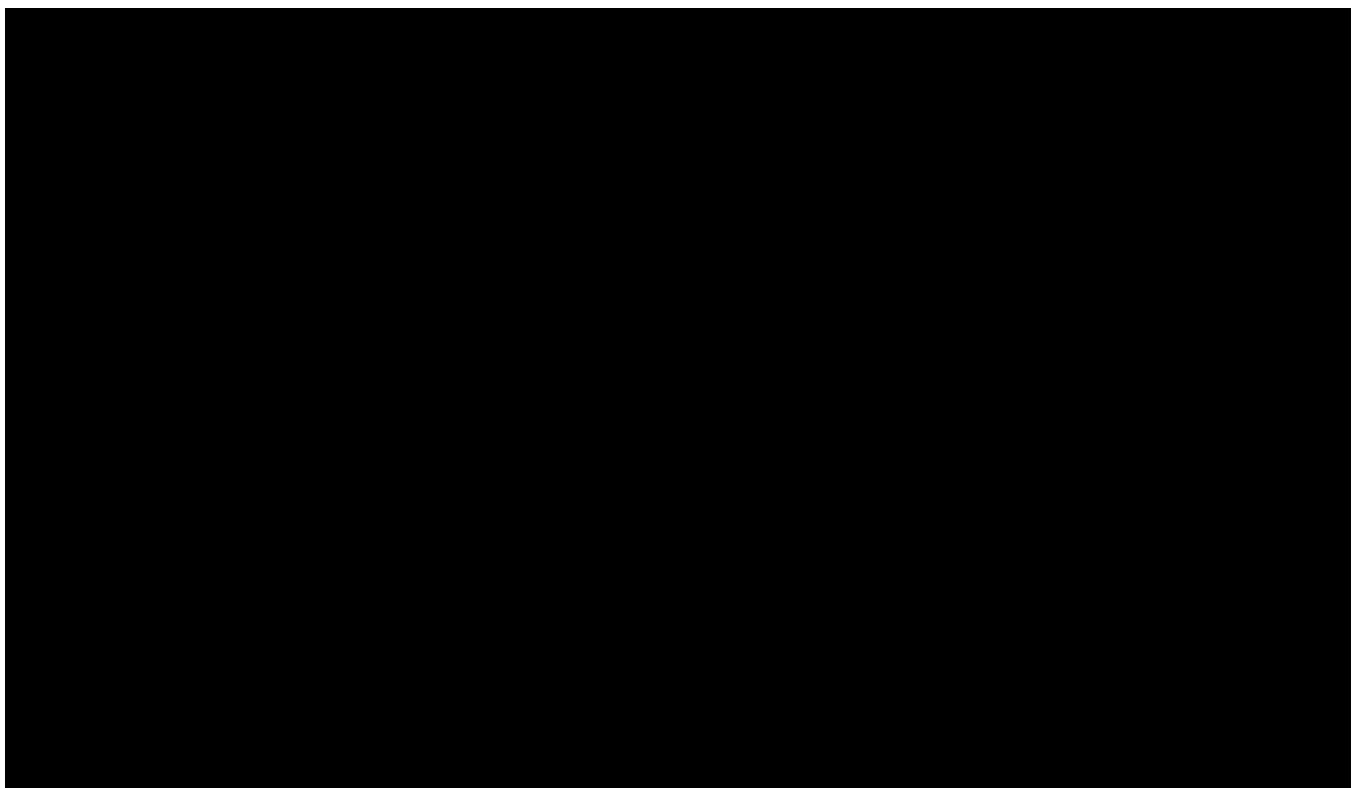


Table 1 - Complaints by category

Filters required are:

- Column H (Date Received) – select relevant month for reporting. The year can be expanded by clicking on the + sign – see below
- Column K (Type of enquiry) – Complaint
- Column J (SLA_YN) – Select All
- Column L (Enquiry Category) – select one category at a time and enter the **Sum** amounts for each category in the correct column.



6. Add **Sum** of each of the categories in Table 1. The total must be the same as the amount as in the **Sum** at Step 4.
7. Add the number of emails from Steps 6, 7 and 8 (PID, Legal & Privacy and Fraud). Enter this total on the ‘Legal & Privacy’ row in Table 1. (Leave blank if you don’t have the figures as the Assistant Director will enter these if applicable.)

Table 2 – Complaints Achievement against Service-Level Standards and Avenue Received

Filters required:

- Column H (Date Received) – select relevant month for reporting. The year can be expanded by clicking on the + sign
 - Column K (Type of enquiry) - Complaint
 - Column G (State/Territory) – Select All
 - Column L – Select All
 - Column I (Avenue) - select one avenue at a time and enter the **Sum** amounts for each avenue in the correct column.
 - Column J (SLA_YN) – Select TRUE or FALSE as required. (TRUE = Yes, FALSE = No)
8. Add the number of emails from Steps 17, 18 and 19 (PID, Legal & Privacy and Fraud). Enter this total on the ‘Web/Email’ row in Table 2. (Assistant Director will do this, if applicable.)
 9. Add the ‘Yes’ and ‘No’ columns and verify the total number for each month is the same as the number of complaints for the corresponding month in Table 1. (i.e. as in Step 4)
 10. Update the explanatory text under Table 2 (Assistant Director will do this).

Table 3 – Complaints by State/Territory

Filters required:

- Column H (Date Received) – select relevant month for reporting. The year can be expanded by clicking on the + sign
 - Column K (Type of enquiry) – Complaint
 - Column I (Avenue) – Select All
 - Column J (SLA_YN) – Select All
 - Column G (State/Territory) – select one state at a time and enter the Sum amounts for each state/territory in the correct column.
11. Manually add in the ‘PID’ and ‘Legal & Privacy’ information provided from the People Services Branch and Legal Services. (The Assistant Director will do this, if applicable.)
 12. Update the explanatory text under Table 3 (Assistant Director will do this.)

The number of complaints for each month should be the same as the corresponding number of complaints for the month from Table 1.

The total number of complaints for the quarter should be the same as the figure in Step 4.

Table 4 – Complaints by Avenue

Filters required:

- Column H (Date Received) - select relevant month for reporting. The year can be expanded by clicking on the + sign
- Column K (Type of enquiry) – Complaint
- Column G (State/Territory) – Select All
- Column J (SLA_YN) – Select All
- Column I (Avenue) - select one avenue at a time and enter the **Sum** amounts for each avenue in the correct column.

13. Manually add in the ‘PID’ and ‘Legal & Privacy’ information provided from the People Services and Legal Branches. (Assistant Director will do this, if applicable.)

The number of complaints for each month should be the same as the corresponding number of complaints for the month from Table 1.

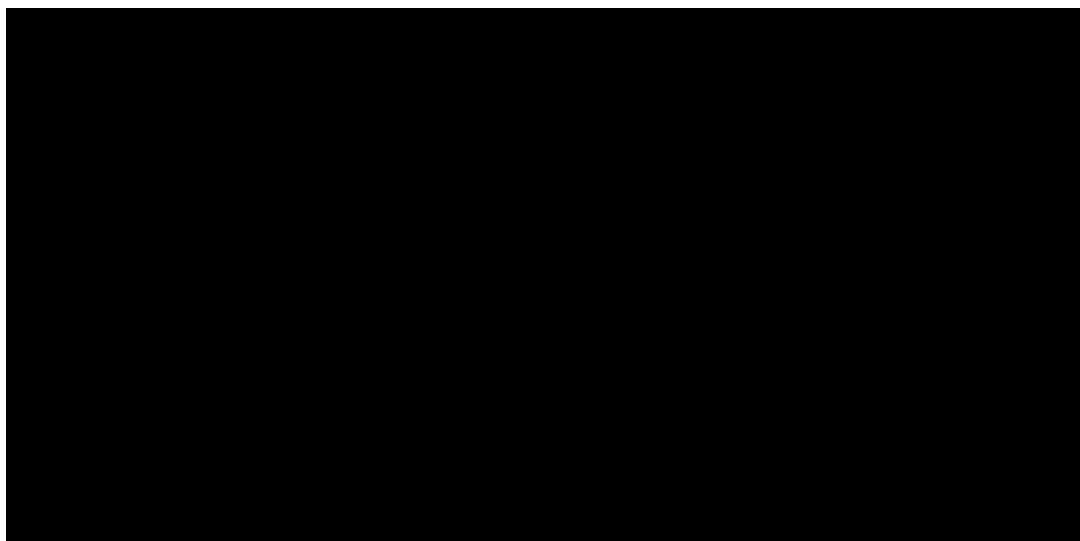
Table 5 – Comparison of Complaints to Enquiries by Category

14. From Table 1 copy the number of complaints for each month under the corresponding month in Table 5 in the **Complaints** column.

Compilation of Enquiries/Feedback data

The PECT data and the info@ data needs to be combined in the ‘Enquiries Feedback Template’ spreadsheet – see below. This Template is found in **T – DAE – P&SE – Public Engagement Team – Complaints Management – Quarterly Reports**.

15. Save the Template. This Template is just to help with adding up the info@ data and PECT data for use in Table 5 of the Report. The figures can be deleted once the Report has been compiled.



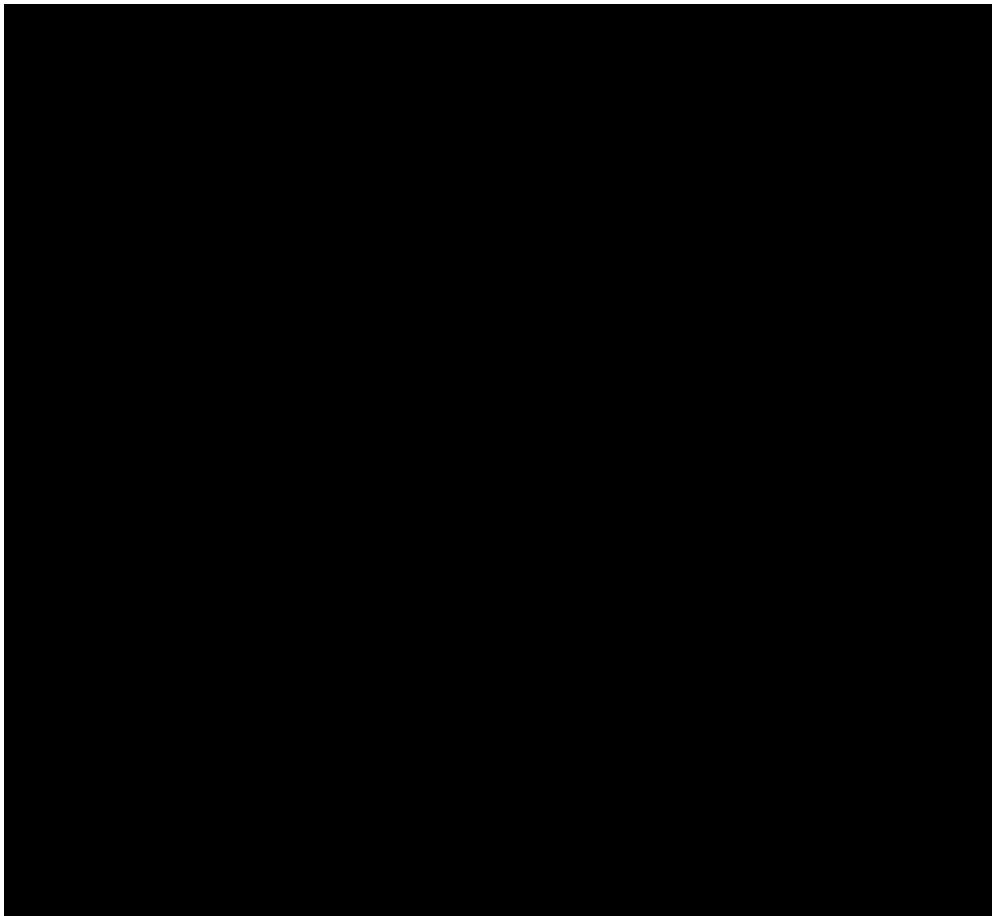
The **PECT** column data in the Template is the number of **Enquiries** from the Excel spreadsheet filtered by:

- Column H (Date Received) - select relevant month for reporting. The year can be expanded by clicking on the + sign
- Column I (Avenue) – Select All
- Column G (State/Territory) – Select All
- Column J (SLA_YN) – Select All
- Column L (Enquiry Category) – select relevant category
- Column K (Type of Enquiry) – select Feedback, Public Enquiry and Suggestion (i.e. NOT Complaint)

The **Info@** column data in the Template is the number of **info@** enquiries for the corresponding month from Step 16. Do NOT use figures from the **Complaints.Management@** mailbox.

16. Obtain the **enquiries** information from the **Info@** email mailbox from the Public Engagement Team. Enter the figures in **DAE – P&SE – Public Engagement Team – Admin – Stats – INFO@**

The document looks like this:



Complaints received through the complaints.management@ mailbox are entered in PECT and are entered separately in the Report.

17. Obtain Public Interest Disclosure (PID) **complaints** information, via email, from the Director, Employee Relations & Services Section, in People Services Branch. (Assistant Director will do this.)
18. Obtain Legal and Privacy **complaints** information via email to the administrative assistant in the Legal Services Section. (Assistant Director will do this.)
19. Obtain Fraud **complaints** information via email from the Fraud Control Manager, Disclosure Assurance and Engagement Branch. (Assistant Director will do this.)
20. Enter the number of **info@** emails into the Template in the **Info@** column.
21. Enter the Total column for each category (i.e. row) from the Template into Table 5 in the Enquiries/Feedback column for each month.
22. Add the **info@** and PECT columns. Enter **Sum** in Total column.

Legal correspondence is not recorded in the monthly totals as all such emails have been referred to Legal Services Section. Legal Services has its own reporting requirements and obligations.

Breakdown of complaints

23. Apply the following filters to the Excel spreadsheet:
- Column H (Date Received) - select relevant month for reporting. The year can be expanded by clicking on the + sign
 - Column G - Select All
 - Column I – Select All
 - Column J – Select All
 - Column K – Complaints
 - Column L – Select All

Final total of Emails and PECT should be the same as **Sum** in Excel spreadsheet when the above filters are applied.

24. Save a copy of the Excel spreadsheet to Objective with an identifiable file name, such as 'January to March 2017 detailed complaints information'.

Methodology, Management and Trending themes and issues

25. Update all relevant variables for the Report.