



Australian Electoral Commission Service Charter

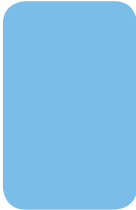
Service Charter



Australian Electoral Commission **AEC**

Helping you have your say.





Service Charter

This Service Charter explains:

- what we do
- our commitment to you
- how we will serve you
- how you can help us
- how to contact us

How we developed this Charter

Since the 2001 federal election, the AEC has been listening to a wide range of electors and others involved in the democratic process.



Based on what we have heard, we have a better understanding of which services are more important and how we might improve the quality of these services to electors.

What we do

The AEC is a Commonwealth agency. We provide a range of electoral services to the people of Australia, as set out in the *Commonwealth Electoral Act 1918* and other relevant legislation. Our services include:

- preparing for, conducting and reviewing federal elections
- managing the electoral roll
- educating and informing the community
- providing research, advice and assistance on electoral matters
- administering the election funding scheme and financial disclosure requirements
- supporting electoral redistributions

Our commitment to you



The AEC's purpose is to help you have your say in who will represent you in the Parliament of Australia.

The AEC is committed to providing you with impartial and accessible electoral services. We aim to do so by providing:

■ **An effective electoral roll**

An accurate and up-to-date electoral roll ensures your voter entitlement. It is also the basis for planning of electoral events and electoral redistributions.

■ **An impartial and independent electoral system**

We are committed to ensuring that you have access to, and advice on, impartial and independent services from us.

■ **An informed community**

We will provide you with timely and accurate information on electoral matters. Wherever possible, we will provide this information in a language or format suitable to you.

How we will serve you



We aim to provide quality services. Following are the AEC values, together with examples of how we put each value into practice in our work.

We value: Service

We aim to provide you with:

- convenient and accessible polling places
- assistance when required, for example on election day
- privacy at the polling booth when you are voting
- postal and pre-poll voting options, if you cannot easily access a polling place
- enrolment and other forms that are easy for you to use
- clear, accurate and timely advice

We value: Impartiality

We will:

- provide even handed and impartial service
- not be, or be perceived to be, active in political affairs

We value: Transparency

We will:

- provide for proper scrutiny of electoral events
- make the electoral roll, Register of Political Parties and Financial Disclosure documents available for public inspection
- explain the things you need to know and what you need to do

- provide information on the cost of electoral services to the community, by reporting regularly and accurately on this to Parliament

We value: Respect for the law

We will:

- comply with all relevant laws, such as electoral, freedom of information and privacy laws
- give you the information you need to comply with your responsibilities, by providing brochures, online information on the AEC website and education programs for schools and other community groups
- monitor compliance with electoral laws and take necessary steps to uphold the law

We value: Mutual respect

We will:

- be helpful, polite and respectful
- listen carefully to you when you come to us with a problem or for advice
- refer you to where you can get assistance, if your question does not relate to an electoral issue
- if we make a mistake, fix the problem as soon as possible

We value: Integrity

We will:

- keep the electoral roll as accurate and complete as possible
- declare accurate election results within agreed timeframes
- keep the Register of Political Parties accurate and up-to-date
- provide accurate and up-to-date information and advice

How you can help us

You can help us by:

- providing us with accurate, relevant and timely information
- being open and honest when communicating with us
- treating our staff with courtesy and respect
- complying with what is required of you by law
- providing us with feedback on our services
- contacting us if we have made a mistake

If you are 18 or over and an Australian citizen, please ensure your name is on the electoral roll.



If you are already on the electoral roll, let us know when your circumstances change, for example if you move or change your name, so we can update the roll with your new details.

How to contact us



Before we prepared this Charter, we surveyed AEC customers and they told us which services they rated as most important and how we might improve the quality of our services to you.

If you have suggestions for improving our services, or this Charter, please contact us.

For the cost of a local call, you can phone the AEC on **13 23 26**.

Or, email the AEC at **info@aec.gov.au**

Interpreting service

عربي | 1300 720 132 Arabic

廣東話 | 1300 720 135 Cantonese

Hrvatski | 1300 720 136 Croatian

Ελληνικά | 1300 720 137 Greek

Italiano | 1300 720 138 Italian

ភាសាខ្មែរ | 1300 720 134 Khmer

Македонски | 1300 720 139 Macedonian

國語 | 1300 720 142 Mandarin

Polski | 1300 720 143 Polish

Português | 1300 720 145 Portuguese

Русский | 1300 720 146 Russian

Српски | 1300 720 147 Serbian

Español | 1300 720 148 Spanish

Türkçe | 1300 720 149 Turkish

Tiếng Việt | 1300 720 152 Vietnamese

1300 720 153 All other languages



For information about enrolment and voting visit the AEC's website at

www.aec.gov.au

