

AEC – FAD Program Questionnaire

Group A: Political Participants

Survey Landing Page

Programmer Note: Program this text above container

INFORMATION ABOUT THIS SURVEY

Please read the following information carefully. It provides important information about this survey.

Programmer Note: Program the rest of the landing page within the container

Context

In February 2025, the *Electoral Legislation Amendment (Electoral Reform) Act 2025* (The Act) was passed. This law makes major changes to the Commonwealth funding and disclosure scheme under the Commonwealth Electoral Act 1918. Key reforms include:

- Reducing the disclosure threshold to \$5,000
- Introducing faster reporting of political donations (also called expedited disclosure)
- Introducing donation and expenditure caps
- The introduction of administrative assistance funding

These reforms will commence on 1 July 2026. The Australian Electoral Commission (AEC) is now preparing for these changes. To do this, the AEC is seeking input from stakeholders like you on how best to design its future communication, education, and online systems for reporting donations to support compliance.

More information about both the significant reforms and minor amendments arising from this legislation and its implementation can be found on the AEC's website at

www.aec.gov.au/FADReform

What are you asking me to do?

The AEC has commissioned Roy Morgan, a market research company, to undertake surveys with key groups and individuals who are affected by these reforms to the funding and disclosure scheme. This survey is part of a process of consultation—it is not a poll. You are invited to complete this survey as part of the consultation. The questions ask about:

- Your awareness and understanding of the reforms
- Your needs for support and communication
- Your experiences with online services

- Your preferences for future support services

This is not a consultation on the merits of the policy changes or the intent of the legislation. Rather it is an invitation for stakeholders to provide input that will assist the AEC in designing its approach for implementing the legislation.

How long will it take?

The survey usually takes 10–20 minutes, depending on your role and how much detail you wish to provide.

Your choice to participate

Taking part is voluntary. You do not have to participate, and there are no consequences if you choose not to. However, your input will help ensure that the support, communications, and online services provided by the AEC meet the needs of people and organisations affected by the reforms.

How will you use my information?

- Your responses will be combined with others and analysed by Roy Morgan (the research company running this survey) and by the AEC.
- Your identity will not be linked to your answers. The AEC will not know who has or hasn't responded.
- If you provide open-ended comments, Roy Morgan will redact any identifying information before data is shared.

Future Research

At the end of the survey you can choose whether you would like to be contacted for further research (e.g., interviews or focus groups). If you agree, your contact details will be collected separately and will not be linked to your survey answers.

Completing on behalf of an organisation or another person

You may be completing this survey on behalf of an organisation, or on behalf of another person (for example a member of the Federal parliament). Please note that the questions are worded so that you are expected to represent the views of that organisation, or to answer on behalf of the other person.

Withdrawing from the Survey

You may stop the survey at any time. If you decide to withdraw after submitting, contact Roy Morgan at AEC-FAD@roymorgan.com and your responses will be deleted.

Support

For technical issues or questions about the survey, contact Roy Morgan at AEC-FAD@roymorgan.com

For questions about the reforms, email FADreform@aec.gov.au or visit the AEC website:
aec.gov.au/news/disclosure-legislative-changes.htm

Display on landing page

CONSENT QUESTION, SINGLE RESPONSE			
ASK ALL			
DO NOT RANDOMISE			
Consent	I consent to participate in the survey		
		Single	
	Yes	1	
	No	2	TERMINATE

Termination Message

Thank you for your time.

You will not proceed with this survey as participation is voluntary and requires your consent.

SCREENING AND QUOTA BUILDING

[Timestamp S1a – S5]

[Include honeypot question Q_BOT to test for bot activity]

Eligibility & roles

DEMOGRAPHIC QUESTION			
ASK ALL. MULTIPLE RESPONSE			
DO NOT RANDOMISE			
S1a	Which of the following best describes the organisation or individual you represent in relation to federal political funding and disclosure? For example, you may be completing this survey on behalf of an organisation or a member of parliament. <i>Please select all that apply.</i>		
		Multiple	
	Registered Political Party (RPP) - a political party registered with the AEC	1	
	Third Party (TP) - a person or group (not a political party) that spends money on federal election campaigning above the disclosure threshold	2	
	Significant Third Party (STP) - a person or group that spends a large amount on election campaigning (over \$250,000 in a year, or meeting other criteria)	3	
	Associated Entity (AE) - an organisation linked to or benefiting a registered political party	4	
	Candidate Agent [hidden]	5	

	Donor - a person or group that gives money above the disclosure threshold to a party, candidate, or third party [hidden]	6	
	Candidate - someone who has stood in a federal election for the House of Representatives or Senate	7	
	Federal Member of Parliament (House of Representatives or Senate)	8	
	None of these	96	SINGLE TERMINATE

DEMOGRAPHIC QUESTION

ASK ALL

DO NOT RANDOMISE

S1b	Which of the following best describes your role in relation to funding and disclosure? <i>Please select all that apply.</i>		
		Multi	
	Party agent of a registered political party	1	
	Candidate Agent	2	
	Financial controller for a Significant Third Party or associated entity	3	
	Member of the House of Representatives	4	
	Senator	5	
	Donor [hidden]	6	
	Third-party campaigner representative	7	
	Candidate at the last federal election (House of Reps or Senate)	8	
	Administrative or support staff involved in financial disclosure	9	
	Volunteer assisting with financial disclosure	10	
	Party contact officer	11	
	Other (please specify)	97	
	None of these	96	

If S1b_2=1 then S1a_5=1 (codes into Candidate Agent group)

DEMOGRAPHIC QUESTION, SINGLE RESPONSE			
ASK IF S1a_8=1 or S1a_7=1			
DO NOT RANDOMISE			
S2	At the most recent federal election, did you belong to a registered political party or were you an independent?		
		Single	
	Registered political party	1	
	Independent	2	

DEMOGRAPHIC QUESTION			
ASK ALL. MULTIPLE RESPONSE			
DO NOT RANDOMISE			
S3	Which of the following best describes your personal involvement in lodging disclosure returns? <i>Please select all that apply.</i>		
		Multiple	
	I am responsible for lodging disclosure returns for myself or my organisation (e.g., Donor, Financial Controller)	1	
	I am responsible for lodging disclosure returns on behalf of someone else (e.g., Party Agent, Candidate Agent, Financial Controller)	2	
	I help with disclosure tasks (e.g., staff member, volunteer)	3	
	I or my organisation must disclose information, but someone else is appointed to lodge returns	4	
	Other (please specify)	97	

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
FLIP THE SCALE FOR 50% OF RESPONDENTS			
S4	How much experience do you have with political funding and disclosure requirements?		
		Single	
	Extensive – Responsible for many disclosure cycles over several years (e.g., 5 or more)	5	
	Moderate – Responsible for several disclosure cycles (e.g., 2-4)	4	
	Once only – I have been responsible for one disclosure cycle	3	
	Limited – Some involvement, but not as the main person responsible	2	
	None – I have never completed a disclosure before	1	
	Unsure	98	

ASK ALL			
DO NOT RANDOMISE			
S5	Do you expect to have future funding and disclosure requirements?		
		Single	
	Yes	1	
	No	2	
	Unsure	98	

IF RESPONDENT DOES NOT QUALIFY BEYOND SCREENING, SKIP TO SCREENOUT MESSAGE			
IF RESPONDENT QUALIFIES, CONTINUE			

ScreenOut Message

Thank you for your time.

That's all the questions we have for you today.

QUESTIONNAIRE BODY

SECTION A: GENERAL QUESTIONS (1 MINUTE)

[Timestamp A1 – A3]

Clarity & Confidence

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE. FLIP THE SCALE FOR 50% OF RESPONDENTS.			
A1	How clear are the requirements relating to the existing federal political funding and disclosure scheme to you?		
		Single	
	Extremely clear	5	
	Very clear	4	
	Moderately clear	3	
	Slightly clear	2	
	Not at all clear	1	
	Unsure	98	

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE. FLIP THE SCALE FOR 50% OF RESPONDENTS.			
A2	How confident are you in your/your organisation's ability to comply with the existing federal political funding and disclosure requirements?		
		Single	
	Extremely confident	5	
	Very confident	4	
	Moderately confident	3	
	Slightly confident	2	
	Not at all confident	1	

Trust in the AEC

CAROUSEL SINGLE TYPE QUESTION, RANDOMISE STATEMENTS.						
ASK ALL						
RANDOMISE STATEMENTS 1-4. PLEASE ALWAYS SHOW STATEMENTS 3-4 TOGETHER. FLIP THE SCALE FOR 50% OF RESPONDENTS						
A3	Please indicate how much you agree or disagree with the following statements about the Australian Electoral Commission (AEC)					
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	The AEC stays independent of political influence	1	2	3	4	5
2	The AEC applies political funding and disclosure laws fairly	1	2	3	4	5
3	The AEC is a trustworthy regulator of political funding and disclosure obligations	1	2	3	4	5
4	The AEC provides the support I need to comply with disclosure requirements	1	2	3	4	5

SECTION B: LEGISLATIVE UNDERSTANDING (4 MINUTES)

[Timestamp B1a – B8]

INTRO_UNDER, NEW SCREEN

This section explores awareness of the reforms-and the expected impact on stakeholders.

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE

B1a	Before today, had you heard about recent changes to the requirements for federal political funding and disclosure (<i>Electoral Legislation Amendment (Electoral Reform) Act 2025</i>)?		
		Single	
	Yes, I had heard about them	1	
	No, I had not heard about them	2	
	Unsure	98	

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE. FLIP THE SCALE FOR 50% OF RESPONDENTS.

B1b	Before today, how familiar were you with the changes to the requirements for federal political funding and disclosure (<i>Electoral Legislation Amendment (Electoral Reform) Act 2025</i>)?		
		Single	
	Extremely familiar	5	
	Very familiar	4	
	Moderately familiar	3	
	Slightly familiar	2	
	Not at all familiar	1	

OPEN ENDED QUESTION TYPE

ASK IF B1b=2 thru 5

B1c	Which of the new requirements is most relevant or important to you or your organisation?	
		

INTRO_UNDER2, NEW SCREEN

The Australian Parliament has recently passed legislative changes to federal political funding and disclosure (*Electoral Legislation Amendment (Electoral Reform) Act 2025*). These changes will take effect from 1 July 2026. These include:

- Reducing the disclosure threshold to \$5,000
- Introducing expedited (faster) disclosure of donations
- Introducing donation and expenditure caps
- Changes to annual returns
- Calendar-year reporting (replacing financial year)

More details are available on the Australian Electoral Commission (AEC) website at www.aec.gov.au/FADReform

CAROUSEL GRID QUESTION TYPE

ASK ALL

RANDOMISE STATEMENT

B2 Before today, had you heard about the following changes commencing 1 July 2026?

		Yes, I had heard about them	No, I had not heard about them	Unsure
1	Reducing the disclosure threshold to \$5,000 (lowering the amount at which donations must be disclosed)	1	2	98
2	Introducing expedited disclosure of donations (donations over the threshold must be disclosed within a much shorter timeframe, including 24 hours during election periods)	1	2	98
3	Introducing donation caps (limits on how much a person or organisation can give to a single recipient each year, and total caps across recipients)	1	2	98
4	Introducing expenditure caps (limits on how much candidates, parties or others can spend during election campaigns)	1	2	98
5	Introducing new and expanded disclosure entities (nominated entities; peak representative bodies; federal accounts)	1	2	98
6	Changing definitions (donation; candidate; third party; electoral expenditure)	1	2	98
7	Reporting requirements (calendar year reporting replacing financial year;	1	2	98

	annual returns; election returns; election funding)			
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MULTIPLE RESPONSE QUESTION TYPE

ASK IF (B1a=1) or (B2_1=1 or B2_2=1 or B2_3=1 or B2_4=1 or B2_5=1 or B2_6=1 or B2_7=1)

RANDOMISE 1-6

B3	Where have you/your organisation heard about the recent changes to federal political funding and disclosure?		
	<i>Please select all that apply</i>	Multi	
	Official materials from the AEC (e.g. guidance notes, emails, training sessions)	1	
	AEC's online channels (e.g. AEC website, AEC social media)	2	
	Other online sources (e.g. news websites, forums, non-AEC social media)	3	
	Colleagues or word-of-mouth	4	
	Traditional media (e.g. newspapers, TV, radio)	5	
	Parliamentary records (Hansard)	6	
	Other (please specify)	97	
	I/We have not heard about these changes	96	SINGLE

OPEN ENDED QUESTION TYPE

ASK IF B3=3 or 4 or 5 or 6 or 97 AND B3!=1 AND B3!=2

B3a	What are the main reasons you or your organisation have not accessed AEC's official materials or online channels about recent changes to funding and disclosure requirements?
.....	

OPEN ENDED QUESTION TYPE

ASK IF B3!=96

B3b	Which of the new requirements do you feel you will need the most information about?
.....	

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE

B4	Do you expect the amount of time and effort required to comply with the new requirements will increase, stay the same, or decrease?		
		Single	
	Increase	1	
	Stay the same	2	
	Decrease	3	
	Unsure	98	

MULTIPLE RESPONSE QUESTION TYPE			
ASK ALL			
RANDOMISE 1-6			
B5	What actions might you or your organisation need to take to comply with the new requirements?		
	<i>Please select all that apply</i>	Multi	
	Hire additional staff	1	
	Reallocate staff responsibilities	2	
	Provide internal training	3	
	Upgrading systems or recordkeeping processes	4	
	Seek external legal advice	5	
	Seek external accounting advice	6	
	Budget for additional compliance costs	7	
	Other (please specify)	97	
	None of these	96	SINGLE

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
RANDOMISE 1-8			
B6	What aspect of complying with the new requirements do you expect will be most challenging or time-consuming?		
	<i>Please select one</i>	Single	
	Completing record-keeping and reporting requirements	1	
	Implementing requirements in practice	2	
	Monitoring changes and keeping up to date	3	
	Hiring and training staff for compliance tasks	4	
	Dealing with follow-up and liaising with the AEC	5	
	Readiness of systems and processes	6	
	Readiness of internal resources and capacity	7	
	Outsourcing assistance to meet obligations	8	
	Other (please specify)	97	
	Unsure	98	SINGLE

GRID QUESTION TYPE –CAROUSEL SINGLE						
ASK ALL						
GRID. RANDOMISE STATEMENTS. FLIP THE SCALE FOR 50% OF RESPONDENTS						
B7	How confident are you about the following aspects of meeting the new requirements?					
		Not confident at all	Slightly confident	Moderately confident	Very confident	Extremely confident
1	Your ability to meet the obligations under the new requirements	1	2	3	4	5
2	Your preparedness to complete the required disclosure tasks	1	2	3	4	5
3	How well informed you are about the new requirements	1	2	3	4	5

SECTION C: STAKEHOLDER PREFERENCES FOR COMMUNICATION AND EDUCATION (5 MINUTES)

[Timestamp C1 – C11]

INTRO_COMMS, NEW SCREEN

We'd like to know how you prefer to get information and support from the AEC about funding and disclosure. This will help shape future education and communication about financial disclosure requirements.

MULTIPLE RESPONSE QUESTION TYPE

ASK ALL. SELECT UP TO TWO

RANDOMISE 1-5

C1	In the past 12 months, which types of AEC guidance or support have you or your organisation used to understand or meet your federal funding and disclosure obligations?		
	<i>Please select up to two</i>	Multi	
	Fact sheets or written guidance	1	
	Webinars or online training sessions	2	
	One-on-one support from the AEC (e.g. phone or email advice)	3	
	AEC website information	4	
	Social media posts from the AEC	5	
	Other (please specify)	97	
	None	96	SINGLE

GRID QUESTION TYPE –CAROUSEL SINGLE

ASK IF C1!=96

RANDOMISE STATEMENTS 1-5. FLIP THE SCALE FOR 50% OF RESPONDENTS

C2	Thinking about the guidance or support you have used from the AEC, how satisfied or dissatisfied are you with each of the following?					
		Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	Clarity of the information	1	2	3	4	5
2	Timeliness of information	1	2	3	4	5
3	Usefulness of information	1	2	3	4	5
4	Neutrality of the AEC's communications	1	2	3	4	5
5	Overall support provided by the AEC	1	2	3	4	5

MULTIPLE RESPONSE QUESTION TYPE			
ASK ALL. SELECT UP TO THREE			
RANDOMISE 1-9			
C3	In future, through which formats or channels would you prefer to receive AEC information or support about funding and disclosure?		
	<i>Please select up to three.</i>	Multi	
	Fact sheets or written guidance (manuals, FAQs)	1	
	Online tutorials or guides	2	
	Short explainer videos	3	
	Interactive webinars with Q&A	4	
	Self-paced e-learning modules (online courses)	5	
	Infographics or visual checklists	6	
	One-on-one support (phone or email)	7	
	AEC website updates	8	
	Social media posts from the AEC	9	
	Other (please specify)	97	

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
RANDOMISE 1-4			
C4	When receiving information from the AEC, which presentation style is most helpful to you?		
		Single	
	Short, plain-English summaries	1	
	Detailed legal information with references	2	
	Step-by-step instructional style (breaking tasks into clear stages)	3	
	Visual style (infographics, charts, videos)	4	
	Other (please specify)	97	
	Advice from my accountant/lawyer	6	
	Other (please specify)	97	

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE			
C5a	Do you or members of your organisation need communications or materials in a language other than English?		
		Single	
	Yes	1	
	No	2	
	Unsure	98	

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2			
ASK IF C5a=1, SELECT UP TO TWO			
RANDOMISE 1-5			
C5b	Which types of language support would be most useful?		
	<i>Please select up to two.</i>	Multi	
	Information available in languages other than English	1	
	Plain English explanations of requirements and processes	2	
	Step-by-step visual guides (videos or infographics)	3	
	Workshops or support sessions in languages other than English	4	
	Telephone or online support in languages other than English	5	
	Other types of support (please specify)	97	
	None of the above	96	SINGLE

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2			
ASK ALL. SELECT UP TO TWO			
RANDOMISE 1-5			
C6	Which of the following would make it easier for you or your organisation to access and use AEC guidance?		
	<i>Please select up to two.</i>	Multiple	
	Simpler, plain-English information	1	
	Receiving information earlier	2	
	Information that is easier to find	3	
	Guidance available in more useful formats (e.g. visual, video, checklist)	4	
	Practical tools (e.g. checklists, templates)	5	
	Other (please specify)	97	

MULTIPLE RESPONSE QUESTION TYPE, DISPLAY AS A SPLIT LIST WITH HEADERS			
ASK ALL. SELECT UP TO THREE			
RANDOMISE groups and within groups			
C7	Which three types of information would be most useful to help you prepare and lodge your disclosure return?		
	<i>Please select up to three.</i>	Multi	
H1	Understanding Obligations		
	Overview of my obligations (what needs to be disclosed, by whom, and when)	1	
	Requirements about donation and spending categories and thresholds	2	
	Simple definitions of key terms (e.g., donation, associated entity, third-party)	3	
	Information on penalties if requirements are not followed	4	
	Guidance specific to my type of organisation (party, candidate, donor, third-party campaigner, associated entity)	5	
H2	Practical Guidance		
	Step-by-step instructions for completing the process	6	
	Examples of correctly completed disclosures	7	
	FAQs with answers to common mistakes or issues	8	
H3	Tools and Reminders		
	Key dates and deadlines (with reminders for important times)	9	
	Checklist of documents or data to collect in advance	10	
	None of the above	96	SINGLE/FIXED

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2

ASK ALL. SELECT UP TO TWO

RANDOMISE 1-6

C8	When would it be most useful for you to receive information and guidance about funding and disclosure obligations?		
	<i>Please select up to two.</i>	Multi	
	When reforms are first introduced (to understand the new requirements)	1	
	Before an election period begins (general preparation)	2	
	At the start of the disclosure reporting period	3	
	During the disclosure reporting period (while completing obligations)	4	
	After the disclosure reporting period (feedback, lessons learned, updates)	5	
	Ongoing reminders and updates throughout the year	6	
	Other (please specify)	97	

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE

C9	Compared to other sources of information about funding and disclosure obligations (e.g. colleagues, media, political networks), how much do you trust AEC guidance? FLIP THE SCALE FOR 50% OF RESPONDENTS (Codes 1-5)		
		Single	
	Trust a lot more	5	
	Trust somewhat more	4	
	Trust about the same	3	
	Trust somewhat less	2	
	Trust a lot less	1	
	Unsure	98	

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE

C10	How prepared do you feel you or your organisation are to comply with the new funding and disclosure requirements? FLIP THE SCALE FOR 50% OF RESPONDENTS (Codes 1-5)		
		Single	
	Fully prepared	5	
	Well prepared	4	
	Moderately prepared	3	
	Slightly prepared	2	
	Not at all prepared	1	
	Unsure	98	

OPEN ENDED QUESTION TYPE

ASK ALL

C11	Looking ahead to the new requirements, which areas do you feel you will need the most support from the AEC to understand or comply?
...	

SECTION D: USE OF ICT SYSTEMS (~9 MINUTES)

[Timestamp D1 – D20]

INTRO_ICT, NEW SCREEN

This section is about using online services, including those provided by the AEC. The first questions are about your confidence doing things online and your experience using online government services.

GRID QUESTION TYPE –CAROUSEL SINGLE

ASK ALL

RANDOMISE STATEMENTS. FLIP THE SCALE FOR 50% OF RESPONDENTS

D1	How much do you agree or disagree with the following statements about your ability to use digital tools and navigate online environments?					
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	I find it easy to locate the information I need online	1	2	3	4	5
2	I am confident in assessing whether online information is reliable	1	2	3	4	5
3	I find it easy to upload and submit documents online	1	2	3	4	5
5	I am confident in handling basic technical issues on my own	1	2	3	4	5
6	I feel secure managing my personal or organisational information online	1	2	3	4	5

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE

D2a	Which of the following online government services do you find the easiest to use?		
	<i>Please select one.</i>	Single	
	ATO Online Services (for individuals or businesses)	1	
	Services Australia (e.g., Centrelink, Medicare)	2	
	myGov	3	
	Australia Post	4	
	Other (please specify)	97	
	None of the above	96	

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2

ASK IF D2a=1 thru 97, SELECT UP TO TWO. PIPE IN [SERVICE] BASED ON D2A

RANDOMISE 1-9			
D2b	What makes [SERVICE] easy to use?		
	<i>Please select up to two.</i>	Multi	
	Clear, easy-to-follow navigation	1	
	Easy to log in and access	2	
	Information is written in plain English	3	
	Guidance and instructions are useful	4	
	Tasks are quick to complete	5	
	System is reliable (no errors or crashes)	6	
	Works well on different devices (desktop, mobile, tablet)	7	
	Secure and trustworthy	8	
	Integrates well with other tools I/we use	9	
	Other (please specify)	97	

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE			
D3a	Which of the following online government services do you find the most challenging to use?		
	<i>Please select one.</i>	Single	
	ATO Online Services (for Individuals or Businesses)	1	
	Services Australia (e.g., Centrelink, Medicare)	2	
	myGov	3	
	Australia Post	4	
	Other (please specify)	97	
	None of the above	96	

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2			
ASK IF D3a=1 thru 97. SELECT UP TO TWO. PIPE IN [SERVICE] BASED ON D3A			
RANDOMISE 1-9			
D3b	What makes [SERVICE] challenging to use?		
	<i>Please select up to two.</i>	Multi	
	Hard to find information	1	
	Login or access process is complicated	2	
	Language is too technical or unclear	3	
	Instructions or guidance are insufficient	4	
	Tasks take too long to complete	5	
	Unreliable (errors or crashes)	6	
	Doesn't work well on different devices	7	
	Security or privacy feels uncertain	8	
	Poor integration with other tools	9	
	Other (please specify)	97	

Awareness & Use of Systems

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE			
D4a	Have you heard of the AEC's Transparency Register? <i>The Transparency Register is the website where AEC publish the current register of entities and information from annual, election, and referendum returns.</i>		
		Single	
	Yes	1	
	No	2	
	Unsure	98	

SINGLE RESPONSE QUESTION TYPE			
ASK IF D4a=1			
DO NOT RANDOMISE			
D4b	How familiar are you with the Transparency Register? FLIP THE SCALE FOR 50% OF RESPONDENTS (Codes 2-5)		
		Single	
	Extremely familiar	5	
	Very familiar	4	
	Moderately familiar	3	
	Slightly familiar	2	
	Not at all familiar [Hidden, autocode if D4a=2 or if D4a=98]	1	
	Unsure	98	

SINGLE RESPONSE QUESTION TYPE			
ASK IF D4a=1			
DO NOT RANDOMISE			
D4c	How often do you or your organisation use the Transparency Register? FLIP THE SCALE FOR 50% OF RESPONDENTS (Codes 1-4)		
		Single	
	Frequently (e.g. monthly or more often)	4	
	Occasionally (a few times a year)	3	
	Rarely (once a year or less, only during election periods)	2	
	Never	1	
	Unsure	98	

INTRO_ICTOLD, NEW SCREEN

The AEC's online service, known as eReturns, is web-based portal used to lodge financial disclosure returns online—including annual, election, and referendum returns.

The next questions are about the eReturns portal.

SINGLE RESPONSE QUESTION TYPE

ASK ALL

DO NOT RANDOMISE

D5	Have you or someone else in your organisation ever used eReturns for lodging financial disclosure returns? This could be an annual return, election return, or referendum return.		
		Single	
	Yes - I have used it	1	
	Yes - Someone else in my organisation has used it	2	
	No - I have heard of it but not used it	3	
	No - I have not heard of it	4	
	Unsure	98	

MULTIPLE RESPONSE QUESTION TYPE

ASK IF D5=1 or 2

DO NOT RANDOMISE

D6	Who in your organisation usually uses eReturns?		
	<i>Please select all that apply.</i>	Multi	
	Administrative or support staff (general office admin)	2	
	Party agent / appointed agent	3	
	Financial controller / treasurer / accountant	4	
	Legal / compliance officer	5	
	Campaign manager	6	
	Candidate themselves	7	
	Volunteer assisting with disclosure	8	
	Consultant / external service provider (e.g. accountant, compliance consultant)	9	
	IT or systems support staff	10	
	Other Roles (Please specify)	97	
	Unsure	98	SINGLE

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE			
D7	How are AEC reporting responsibilities and access to eReturns usually managed by you/your organisation?		
		Single	
	One person is responsible for all reporting requirements (single access/responsible person)	1	
	More than one person, with responsibilities shared equally	2	
	Responsibilities and access are divided between different people/roles	3	
	Unsure	98	

SINGLE RESPONSE QUESTION TYPE			
ASK IF D5=1			
DO NOT RANDOMISE. FLIP THE SCALE FOR 50% OF RESPONDENTS.			
D8	Overall, how easy or difficult do you find eReturns to use?		
		Single	
	Very easy	5	
	Easy	4	
	Neither easy nor difficult	3	
	Difficult	2	
	Very difficult	1	
	Unsure	98	

GRID QUESTION TYPE –CAROUSEL SINGLE						
ASK IF D5=1						
RANDOMISE STATEMENTS. FLIP THE SCALE FOR 50% OF RESPONDENTS						
D9	Thinking about your most recent use of eReturns, how easy or difficult was it to do each of the following?					
		Very difficult	Difficult	Neither easy nor difficult	Easy	Very easy
1	Logging in and accessing the system	1	2	3	4	5
2	Entering information and saving progress	1	2	3	4	5
3	Uploading documents or data	1	2	3	4	5
4	Submitting a disclosure return	1	2	3	4	5
6	Correcting or amending information	1	2	3	4	5

SINGLE RESPONSE QUESTION TYPE			
ASK IF D5=1			
DO NOT RANDOMISE			
D10	Did you need help from someone else (e.g., a colleague, accountant, or AEC staff) to use eReturns?		
		Single	
	Yes, frequently	1	
	Yes, occasionally	2	
	No	3	
	Unsure	98	

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 3			
ASK IF D8=1 or 2			
RANDOMISE CODES 1-8			
D11	Which aspects of eReturns created challenges for you?		
	<i>Please select up to three.</i>	Multi	
	Difficult to navigate / not user-friendly	1	
	Functionality needs improvement	2	
	Slow or unresponsive	3	
	Technical errors or glitches	4	
	Design/layout makes it hard to find information	5	
	Need more training, education or guidance	6	
	Takes more time or resources than expected	7	
	Not confident information is saved or submitted correctly	8	
	Other (please specify)	97	
	Unsure	98	

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2			
ASK IF D5=1 . SELECT UP TO TWO			
RANDOMISE 1-6			
D12	What would make it easier for you to use eReturns?		
	<i>Please select up to two.</i>	Multi	
	A simpler login and access process	1	
	Clearer on-screen instructions	2	
	Step-by-step prompts or checklist	3	
	More flexible upload options (e.g., file types, bulk uploads)	4	
	Faster system performance	5	
	Integration with other software (e.g., accounting systems)	6	
	Other (please specify)	97	
	Unsure	98	

OPEN ENDED QUESTION TYPE

ASK IF D5=1

D13	Based on your experience, if you could change one thing about eReturns to make it easier to use, what would it be?
.....	

INTRO_ICTNEW, NEW SCREEN

The AEC is developing a new online service to replace eReturns and support compliance with the new financial disclosure requirements.

The next questions are intended to collect feedback on the features that you or your organisation would find most useful or important.

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2

ASK ALL

RANDOMISE 1-7

D14	Which of the following would be most important in helping you or your organisation feel confident and ready to start using the new online service?		
	<i>Please select up to two.</i>	Multi	
	Reliability (it will work when I need it)	1	
	Security (it will keep my information safe)	2	
	Easy to learn (it is straightforward to understand)	3	
	Efficiency (it lets me complete tasks without unnecessary effort)	4	
	Clear first-time guidance (it has a setup checklist or guided tour)	5	
	Access to help if needed (it has resources or live support when I need it)	6	
	Compatibility (it works with my current processes or workflows)	7	
	Other (please specify)	97	
	None of these	96	SINGLE

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 2			
ASK ALL			
RANDOMISE 1-5			
D15	While all parts of the online service need to function well, which steps are the most critical for you or your organisation?		
	Please select up to two.	Multi	
	Logging in and verifying identity	1	
	Uploading and submitting documents	2	
	Navigating the system and finding information	3	
	Completing and submitting returns without errors	4	
	Integration with other systems (e.g. accounting software)	5	
	Other (please specify)	97	
	None of these	96	SINGLE

MULTIPLE RESPONSE QUESTION TYPE, SHOW AS SPLIT LIST WITH HEADING			
ASK ALL, SELECT UP TO 3			
RANDOMISE GROUPS AND WITHIN GROUPS			
D16	Which of the following features would be most useful for you or your organisation when using the new online service?		
	Please select up to three.	Multi	
H1	Navigation & Tracking		
	Personalised dashboard (e.g., shows status, deadlines, tasks)	1	
	Clear progress indicators (e.g., percentage completed, steps remaining)	2	
	Searchable account history	3	
H2	Reminders & Support		
	Automated reminders and alerts (e.g., deadlines, missing information)	4	
	Step-by-step interactive guidance through forms	5	
	Online helpdesk or live chat support	6	
	Downloadable templates or checklists	7	
H3	Access & Security		
	Single sign-on via other government services (e.g., myGov/myID, RAM)	8	
	Multiple user access with permission levels (for organisations)	9	
H4	Data Handling & Automation		
	Bulk data upload (e.g., spreadsheets, accounting system extracts)	10	
	Integration with other tools or software (e.g., accounting software)	11	
	Automation of online form filling (auto-populating fields with existing data)	12	
	Auto-save and recovery of forms	13	
	Advanced reporting tools	14	
	Other (please specify)	97	FIXED
	None of these	96	SINGLE

MULTIPLE RESPONSE QUESTION TYPE, SELECT UP TO 3			
ASK ALL			
RANDOMISE 1-8			
D17	Which of the following tools would you expect the new online service to work with?		
	<i>Please select up to three.</i>	Multi	
	Accounting tools (e.g., Xero, MYOB, QuickBooks)	1	
	Financial management tools (e.g., SAP, Oracle, TechOne)	2	
	Spreadsheets or bulk upload files (e.g., Excel, CSV)	3	
	Customer relationship management (CRM) systems	4	
	Payroll or HR systems	5	
	Document management/storage systems (e.g., SharePoint, Dropbox)	6	
	Email or communication tools (e.g., Outlook, Teams)	7	
	Identity/login systems (e.g., myGov/myID, RAM)	8	
	Other system (please specify)	97	
	None of these	96	SINGLE

MULTIPLE RESPONSE QUESTION TYPE			
ASK ALL			
RANDOMISE 1-8			
D18	Which of the following tools do you/your organisation currently use to manage financial or reporting information?		
	<i>Select all that apply</i>	Multi	
	Accounting tools (e.g., Xero, MYOB, QuickBooks)	1	
	Spreadsheets (e.g., Excel, Google Sheets)	2	
	Customer or member databases (e.g., Salesforce, NationBuilder)	3	
	Document management tools (e.g., SharePoint, Dropbox, Google Drive)	4	
	Project management tools (e.g., Trello, Asana)	5	
	Email for record-keeping (e.g., Outlook, Gmail)	6	
	Custom-built in-house systems	7	
	Paper-based/manual record-keeping	8	
	Other system or process (please specify)	97	
	None of these	96	SINGLE

GRID QUESTION TYPE –CAROUSEL SINGLE

ASK ALL

RANDOMISE STATEMENTS. FLIP THE SCALE FOR 50% OF RESPONDENTS

D19	How confident are you that the new online service would fit with your current way of working?					
		Not confident at all	Slightly confident	Moderatel y confident	Very confident	Extremely confident
1	The new online service will work with the tools and software I/we already use (e.g. accounting programs)	1	2	3	4	5
2	The new online service will fit into the way I/we normally work	1	2	3	4	5

SECTION F: DEMOGRAPHICS (~1 MINUTE)

[Timestamp F1 – EX3]

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE			
F1	About how many paid staff or regular volunteers does your organisation have (including yourself if applicable)?		
		Single	
	Just me / 1 person	1	
	2-4 people	2	
	5-19 people	3	
	20-49 people	4	
	50-199 people	5	
	200+ people	6	
	Unsure	98	

DEMOGRAPHIC QUESTION, SINGLE RESPONSE			
ASK IF S1a=7			
DO NOT RANDOMISE			
F2	Are you still involved in politics? <i>Please select one.</i>		
		Single	
	Yes, as an independent politician / party member	1	
	Yes, but now with a different affiliation than at the election	2	
	No, not involved anymore	3	

SECTION G: PARTICIPATION IN FOLLOW-UP RESEARCH

[Timestamp G1 – G3]

We are seeking expressions of interest to take part in future research. The AEC may wish to recruit some participants in this survey for focus groups or more in-depth one to one interviews, to help test and improve the new online service.

If you are selected to participate in future research, Roy Morgan will contact you on behalf of the Australian Electoral Commission (AEC) in a way that continues to protect your data and privacy.

This is completely voluntary – you do not have to participate if you do not want to, and you may withdraw your participation at any time. Not everyone who expresses interest in future research may be contacted again.

If you express interest, we will ask you to provide some contact details for future contact. These contact details will be retained by Roy Morgan until this future work is completed, and will then be deleted. These details may also be passed to the AEC, as they will be involved in planning the next stages of research.

SINGLE RESPONSE QUESTION TYPE			
ASK ALL			
DO NOT RANDOMISE			
G1	Would you be interested in being contacted about participating in future research to help improve the new online service?		
		Single	
	Yes	1	
	No	2	

OPEN-ENDED			
ASK IF G1=1			
DO NOT RANDOMISE. PLEASE INCLUDE VALIDATIONS FOR EMAIL AND PHONE NUMBER			
G2	Please provide your name, email address, and contact number.		
	[Name]	...	
	[Email]	...	
	[Mobile] (Quantity – 10 digits FORMAT 04xx xxx xxx)	...	

SINGLE RESPONSE QUESTION TYPE			
ASK IF G5=1			
DO NOT RANDOMISE			
G3	Are these details correct? PROGRAMMER NOTE: SHOW CONTACT DETAILS ENTERED BY RESPONDENTS		
		Single	
	Yes	1	
	No	2	

PROGRAMMING NOTE: DISPLAY CONTACT DETAILS COLLECTED AND LOOP BACK TO CORRECT DETAILS IF G3=2

CLOSING SCREEN

Thank you for taking the time to complete the survey. Your feedback will better help us understand stakeholder needs and inform future improvements. To submit your responses, click the button below.