

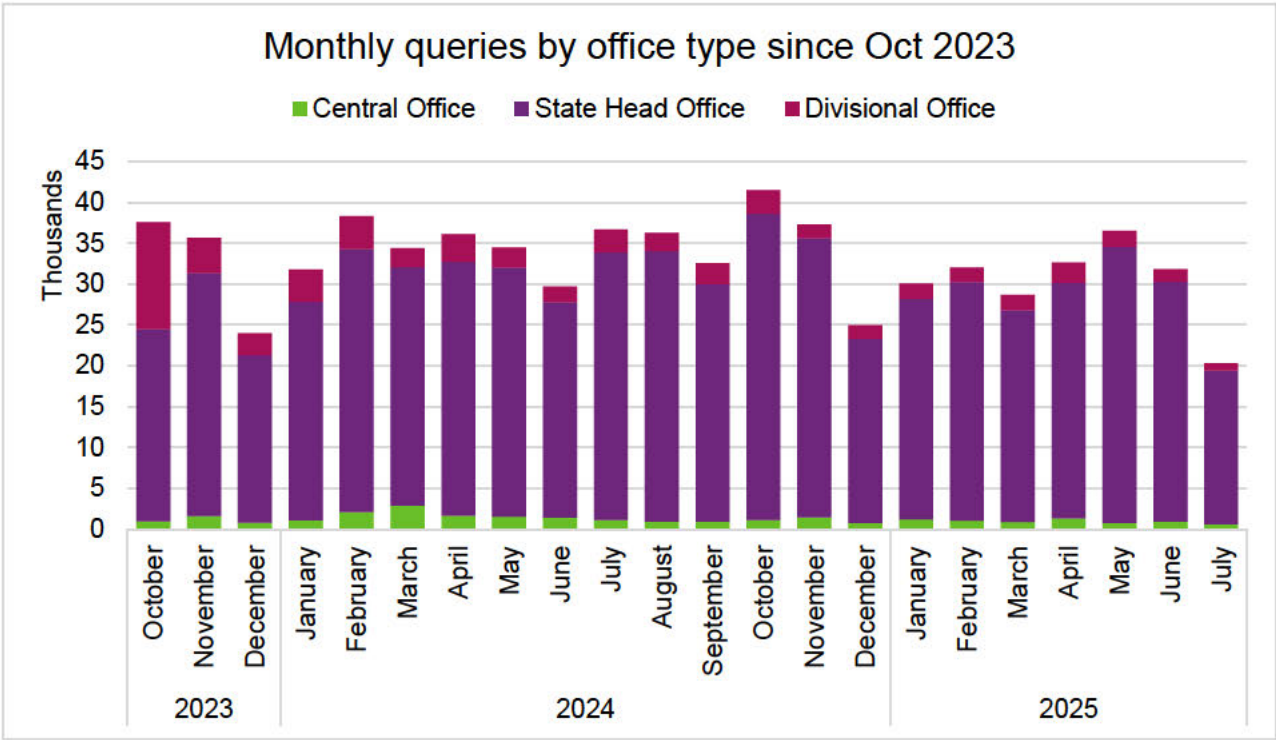
Data – Future of the Public Access Terminals

Public Access Terminals

National PAT usage 2015 - 2025

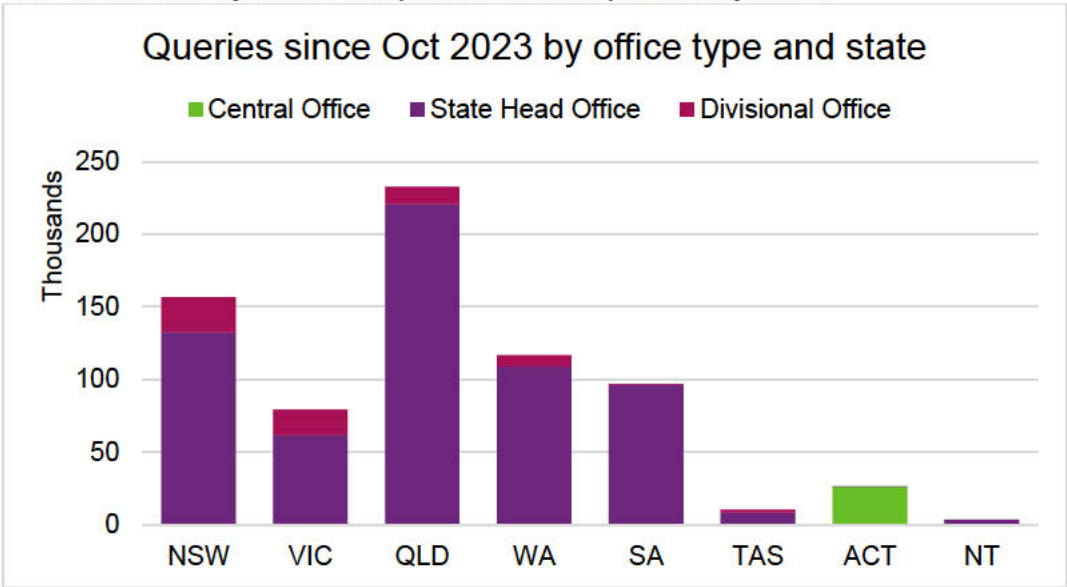
Non-residence objections comparative to total private objections

Public Access Terminals



State breakdown of PAT Usage Oct 23 - 2025

Non-residence objections comparative to total private objections



§ 22

Attachment A - Public Access Terminals: Further Reading

Part 1: Intention of the legislation:

1. Section 90A was added to the Commonwealth Electoral Act in 2004 via the *Access to Electoral Roll and Other Measures Bill 2004 (the Bill)*.
2. The *Access to Electoral Roll and Other Measures Bill 2004* as introduced into the parliament and as documented in second reading speeches indicate **two clear intentions**:

Maximise Electoral Roll Integrity & Minimise Opportunities for Electoral Manipulation

- Facility to allow electors to verify their own enrolment details – *JSCEM inquiry 2001*
- Confirm as much of other elector's details as they can provide. – *JSCEM inquiry 2001*
- Increase confidence that everyone's vote is equal and everyone listed in the electorate is validly entitled and eligible to vote. – *Mr Anothony smith & Ms Gambaro*
- Allows for the objection process to be followed carefully. – *Mr Cadman*
- Necessary to the conduct of fair, open and democratic elections. Allowing accuracy of details through checking. It is, however not for sale, it is much too vital. – *Ms Gambaro*
- Overcome attempts to distort, misuse or abuse the electoral roll. Help prevent abuse of the system and strengthen the foundation of Australia's democratic electoral system. – *Mr Hunt*

Improve Privacy Protections

- Stop roll information from being used for commercial and other unintended uses, including debt collection. – *Access to Electoral Roll and Other Measures Bill 2004*
- Remove barriers (and disincentives) that might prevent citizens from enrolling to protect their privacy. – *Senator Murry when introducing the Bill*
- The community's expectation is that information they are compelled to provide to the AEC will not be used to invade their privacy. – *Senator Murry*
- Give the community confidence that information on the roll can only be used for specific purposes permitted under the Commonwealth Electoral Act. – *Mr Slipper & Mr Hatton*

Part 2: Ministerial Submissions:

Date	Submission Title	Recommendations
July 2002	Review of sections 89-92 of the Commonwealth Electoral Act 1918; Access of the Electoral Roll and Elector Information	<ul style="list-style-type: none">• Public access to the roll at AEC offices be provided for a division. Particular offices (state Offices) could provide access for all divisions.• The internet enquiry facility for electors to verify own entitlement details.
Nov 2014	Electoral Matters—Joint Standing Committee—Second interim report on the inquiry into the conduct of the 2013 Federal Election: An assessment of electronic voting options—Report, November 2014	<ul style="list-style-type: none">• AEC recommended a more restrictive approach be adopted as it is clear that some members of the public, organisations and government bodies were treating the electoral roll as a government directory or personal location tool.• Committee recommended AEC policy should not prohibit access for individuals to the public roll.

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		<ul style="list-style-type: none"> Committee recommended the Electoral Council of Australia and New Zealand continue to engage with state commissions regarding normalisation and harmonisation of electoral roll use and purpose.
2023	Inquiry into the 2022 federal election -supplementary submission - 330.7; Security of elector information.	<ul style="list-style-type: none"> Consider whether 90A(1), (2) and (3) are still necessary for the purpose for which these provisions were added to the Electoral Act. Consider whether the legislation that may infringe on persons privacy rights is reasonable, necessary and proportionate to achieving a legitimate policy objective as per the OAIC's general advice. Consider more secure ways of enabling the 90A outcome, such as requiring the applicant to create an online account with the AEC before a search is undertaken and enable the AEC to refuse access if it is not satisfied that the search is for electoral purposes.

Part 3: Public Access Terminal Agreements with State/Territories under JRP agreements

State/Territory	PAT/Public inspection of rolls in JRA/MOU/SLA
Australian Capital Territory	<p><i>ACT MOU – Schedule 2 (1.k)-</i> The AEC will provide a Public Access Terminal (PAT) in the ACTEC's office and the associated technical support - (Ongoing).</p> <p><i>ACT JRA – No mention.</i></p>
New South Wales	<p><i>NSW EIA – No mention.</i> <i>NSW JRA – No mention.</i></p>
Northern Territory	<p><i>NT MOU – Schedule 3 (1.k)-</i> The AEC will provide a Public Access Terminal (PAT) in the NTEC's office and the associated technical support - (Ongoing).</p> <p><i>NT JRA – No mention.</i></p>
Queensland	<p><i>QLD MOU – Schedule 3 (1.j)-</i> The AEC will provide a Public Access Terminal (PAT) in the ECQ's office and the associated technical support - (Ongoing).</p> <p><i>QLD JRA – No mention.</i></p>
South Australia	<p><i>SA MOU – Schedule 3 (1.j)-</i> The AEC will provide a Public Access Terminal (PAT) in the ECSA's office and the associated technical support - (Ongoing).</p> <p><i>SA JRA – No mention.</i></p>
Tasmania	<p><i>TAS MOU – Schedule 2 (1.k)-</i> The AEC will provide a Public Access Terminal (PAT) in the ACTEC's office and the associated technical support - (Upon request).</p> <p><i>TAS JRA – No mention.</i></p>
Victoria	<p><i>VIC SLA – No mention.</i> <i>VIC JRA – No mention.</i></p>
Western Australia	<p><i>WA SLA – No mention.</i> <i>WA JRA – No mention.</i></p>

Breakdown of State and Territory Legislation related to publicly accessible electoral rolls

State/Territory	PAT / Public inspection in State/Territory Electoral Act
Australian Capital Territory	<p><i>Electoral Act 1992 (ACT)</i></p> <p>- Part 1 (4A) Meaning of <i>available for public inspection</i> – If a provision of this Act requires the commissioner to make a document, a copy of a document or a register available for public inspection, the commissioner must make the document, a copy or register available for inspection by members of the public at the commissioner's office during ordinary business hours.</p> <p>- Section 60—Inspection of printed roll extracts</p> <p>(1) The commissioner—</p> <p>(a) shall, at the office of the commissioner; and</p> <p>(b) may, at any other places the commissioner determines;</p> <p>make a printed extract from each roll available for public inspection during ordinary office hours.</p> <p>(2) A right of inspection under subsection (1) shall not be taken to give any right to copy, take an extract from, or scan electronically, an extract from a roll.</p> <p>(3) For subsection (1), the commissioner shall prepare an extract of each roll at least once each calendar year.</p>
New South Wales	<p><i>Electoral Act 2017 (NSW)</i></p> <p><i>Division 7 – Inspection of authorised rolls and lists of enrolled persons and provision of enrolment information</i></p> <p>48. Electoral Commissioner to determine manner and form of access to list of electors and enrolment information</p> <p>(1) The Electoral Commissioner may determine the manner and form in which information is to be provided under this Division.</p> <p>(2) Without limiting subsection (1), the Electoral Commissioner may determine that the information is to be provided in a written or an electronic form.</p> <p>(3) Information provided under this Division must not contain—</p> <p>(a) particulars of a silent elector's residence, or</p> <p>(b) any particulars relating to an enrolled person as may be prescribed by the regulations.</p> <p>(4) Despite any other provision of this Division, the Electoral Commissioner may, before providing a person or body with information under this Division, require that the person or body provide the Electoral Commissioner with an undertaking that the person or body's systems and procedures are adequate to preserve the security of that information.</p> <p>(5) A reference in this section to information being provided includes a reference to—</p> <p>(a) a copy of an authorised roll being made available for public inspection, and</p> <p>(b) a copy of an authorised roll or a list of electors being given to a person or body.</p>
Northern Territory	<p><i>Electoral Act 2004 (NT)</i></p> <p><i>Part 4 – Electoral rolls and enrolment</i></p> <p>12 Roll extracts to be available for public inspection</p> <p>(1) The Commission must make available for public inspection by any person, without fee, the most recent extract from each roll.</p>

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	<p>(2) The roll extract must contain the following information for each elector enrolled at the time the extract is prepared:</p> <p>(a) surname;</p> <p>(b) each given name;</p> <p>(c) residential address.</p> <p>(3) However, if, under section 104 of the Commonwealth Act, the person's address is not included on a roll for a Subdivision under that Act, the person's address must not be included in the roll extract.</p> <p>(4) For subsection (1), the Commission must prepare an extract of each roll at least once each month.</p> <p>(5) A right of inspection under subsection (1) does not include the right to copy or record an extract, or part of an extract, by electronic or any other means.</p>
Queensland	<p><i>Electoral Act 1992 (QLD)</i> <i>Part 4 Electoral rolls</i></p> <p>60 Inspection of publicly available parts of electoral rolls</p> <p>(1) The commission must make available for inspection by any person, without fee, a copy of the most recent printed version of the publicly available part of all electoral rolls—</p> <p>(a) at the office of the commission; and</p> <p>(b) at the office (if any) of each returning officer.</p> <p>(2) The commission may also make available for inspection by any person, without fee, a copy of the most recent version, in a non-printed form, of the publicly available part of any electoral roll at any place that the commission considers appropriate.</p>
South Australia	<p><i>Electoral Act 1985 (SA)</i> <i>Part 4-Electoral rolls</i> <i>Division 4-Keeping, printing and inspection of the rolls</i></p> <p>26—Inspection and provision of rolls</p> <p>(1) Copies (whether in printed or electronic form) of the latest prints of the rolls must be available for inspection without fee—</p> <p>(a) at the office of the Electoral Commissioner; and</p> <p>(b) at the offices of the electoral registrars; and</p> <p>(d) at such other places as the Electoral Commissioner determines.</p> <p>(1a) A person may only inspect a copy of the roll available for inspection under subsection (1) if the person—</p> <p>(a) provides the person's name and address to the Electoral Commissioner; and</p> <p>(b) if requested to do so by the Electoral Commissioner, produces evidence of the correctness of the name or address as provided in a form determined by the Commissioner; and</p> <p>(c) complies with conditions (if any) prescribed by the regulations.</p>
Tasmania	<p><i>Electoral Act 2004 (TAS)</i> <i>Part 3 – Enrolment</i></p> <p>38. Public inspection of roll</p> <p>(1) The Commission may make the name and address of each elector, other than an elector whose address, pursuant to section 36(5), does not appear on the State roll, available for inspection by members of the public without fee</p>

	<p>in such printed or electronic means as are approved and at such places as the Commission may determine.</p> <p>(2) The Commission may make the details of an elector, other than an elector whose address, pursuant to section 36(5), does not appear on the State roll, available for verification by members of the public without fee in such printed or electronic means as are approved and at such places as the Commission may determine.</p>
Victoria	<p><i>Electoral Act 2003 (VIC)</i> <i>Part 3 – Enrolment procedures and information</i></p> <p><i>Division 2 – Electoral rolls</i></p> <p>32. Inspection of list of electors and electoral rolls</p> <p>(1) The Commission must prepare every 6 months a list of the names of electors (other than silent electors) in alphabetical order and their addresses.</p> <p>(2) The Commission must ensure that copies of the latest list of electors are available for public inspection free of charge at the office of the Commission during office hours.</p> <p>(3) The Commission must ensure that copies of the latest print of any electoral roll are available for public inspection free of charge at any place and during times determined by the Commission.</p>
Western Australia	<p><i>Electoral Act 1907 (WA)</i> <i>Part 3 – Enrolment</i> <i>Division 6 – Accessing enrolment information</i></p> <p>62A. Preparing register extracts for disclosure</p> <p>(1) The Electoral Commissioner must cause an extract of the register of electors (a register extract) to be prepared for the purposes of being disclosed or made available to persons under this Act.</p> <p>(2) A register extract —</p> <p>(a) may relate to —</p> <p>(i) the electors in 1 or more districts; or</p> <p>(ii) the electors in the whole of State electorate;</p> <p>and</p> <p>(b) if the extract relates to 1 district — must include —</p> <p>(i) subject to regulations made under subsection (4), the name of each elector who is enrolled for the district when the extract is prepared; and</p> <p>(ii) the electoral address of an elector, other than a silent elector, whose name appears on the extract under subparagraph (i);</p> <p>and</p> <p>(c) if the extract relates to more than 1 district or the whole of State electorate — must include —</p> <p>(i) subject to regulations made under subsection (4), the name of each elector who is enrolled when the extract is prepared and the district for which they are enrolled; and</p> <p>(ii) the electoral address of an elector, other than a silent elector, whose name appears on the extract under subparagraph (i);</p> <p>and</p>

	<p>(d) must state the date on which it was prepared; and</p> <p>(e) must not include the names of persons whose names are removed or omitted from the register of electors under this Act; and</p> <p>(f) must not be inconsistent with regulations made under subsection (4).</p> <p>(3) A register extract may be in electronic form.</p> <p>(4) The regulations may provide for and in relation to the information that is included on the register extract, including —</p> <p>(a) requiring that the register extract include, or not include, certain names or details of electors contained in the register of electors; or</p> <p>(b) permitting the register extract to include, or not include, certain details contained in the register of electors.</p> <p>Example for this subsection:</p> <p>The regulations may provide that the names of silent electors must not be included in a register extract.</p> <p><i>[Section 62A inserted: No. 30 of 2023 s. 51.]</i></p> <p>62AA. Public inspection of register extracts</p> <p>(1) The Electoral Commissioner must make a register extract available for inspection by the public, without fee, at the office of the Electoral Commissioner.</p> <p>(2) The Electoral Commissioner may, subject to regulations made under section 62A(4), decide on the form in which a register extract or roll is made available for inspection by the public under subsection (1).</p> <p><i>[Section 62AA inserted: No. 30 of 2023 s. 51.]</i></p>
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Future of Public Access Terminals at the AEC

Purpose

1. This paper outlines legislative arrangements for Public Access Terminals (PATs) and potential changes to support an initial discussion on 23 July 2025.
2. This discussion will guide further analysis and consultation, a paper for the Executive Leadership Team and a briefing for the Special Minister of State.

Legislative obligations

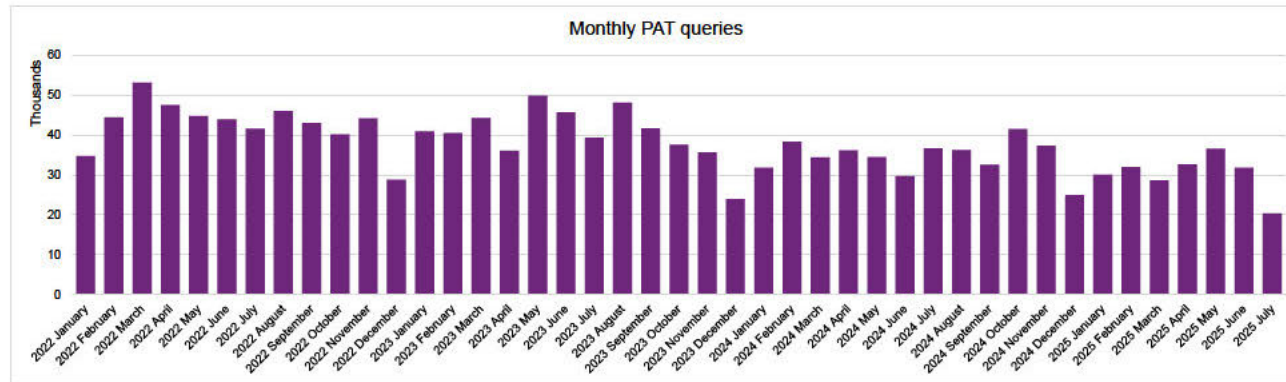
3. *Section 90A* of the Act requires the AEC make available (at any time during ordinary business hours) a copy of the roll 'for public inspection' without fee at divisional and state/territory offices.
4. *Section 90* allows the AEC to determine whether the roll be displayed electronically or in print.

Purpose of the provision

5. Section 90A was added to the Commonwealth Electoral Act in 2004 via the *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004*.
6. The amendments were designed to implement a number of the government-supported recommendations of the Joint Standing Committee on Electoral Matters arising from its 23 June 2003 report titled '*The 2001 federal election*'. The amendments removed the roll from sale, restructured the roll access provisions and provided flexibility about the form in which the AEC could provide the roll.
7. The bill, explanatory memorandum and minister's second reading speech indicate that the purpose of the public access provisions was to:
 - improve public access to the electoral roll
 - improve privacy protections
 - provide flexibility about how the AEC provides access to the roll, including providing the roll in electronic format.
8. The second reading speech noted that 'improved access to the roll will enable people to check their enrolment details'. Roll access also facilitates electors challenging the enrolment of others.
9. The second reading speech further noted that the amendments would 'close a loophole that has allowed roll information to be used for commercial and other unintended uses, such as direct marketing and debt collection'. It is clear from the explanatory memorandum that the 'loophole' being closed is the sale of the roll, however that a purpose has not in practice been fully realised due to the availability of the roll at AEC offices.

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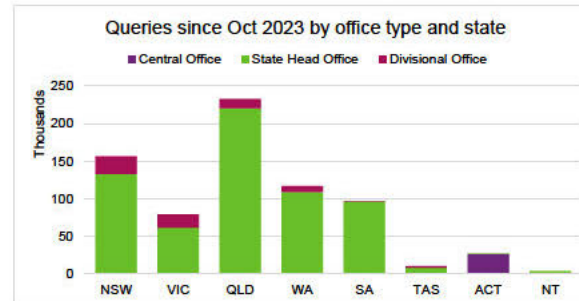
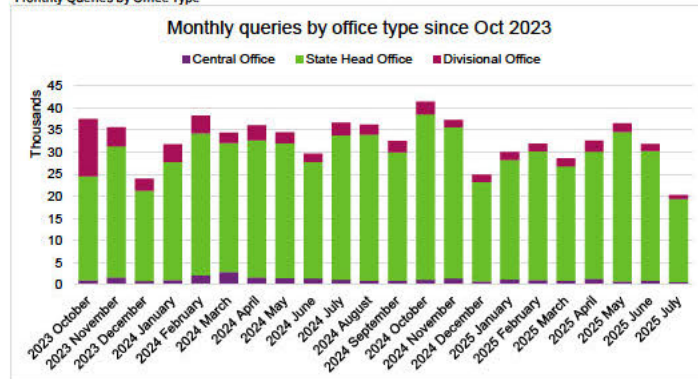
Monthly PAT queries



DATA Spreadsheet

[20250717 - eRoll queries from PATs since 2022-01-01 details - Objective](#)

Monthly Queries by Office Type



Attachment D: PAT arrangements with Joint Roll Partners

State/Territory	AEC asset currently Provided	AEC obligations in Joint Roll Agreements	Overview (excerpt) of PAT / Public inspection requirements in state legislation
Australian Capital Territory	Yes	The AEC will provide a Public Access Terminal (PAT) in the ACTEC's office and the associated technical support – (Ongoing) <i>Elections ACT MOU – Schedule 2 (1.k)</i>	The commissioner— (a) shall, at the office of the commissioner; and (b) may, at any other places the commissioner determines; make a printed extract from each roll available for public inspection during ordinary office hours. <i>Electoral Act 1992 (ACT), Part 1, (60)</i>
New South Wales	No	<i>NSW EIA – No mention</i>	The Electoral Commissioner may determine the manner and form of a copy of an authorised roll being made available for public inspection. (4) Despite any other provision of this Division, the Electoral Commissioner may, before providing a person or body with information under this Division, require that the person or body provide the Electoral Commissioner with an undertaking that the person or body's systems and procedures are adequate to preserve the security of that information. <i>Electoral Act 2017 (NSW), Division 7, (48)</i>
Northern Territory	Yes	The AEC will provide a Public Access Terminal (PAT) in the NTEC's office and the associated technical support – (Ongoing) <i>NT MOU – Schedule 3 (1.k)</i>	The Commission must make available for public inspection by any person, without fee, the most recent extract from each roll. <i>Electoral Act 2004 (NT), Part 4, (12)</i>
Queensland	Yes	The AEC will provide a Public Access Terminal (PAT) in the ECQ's office and the associated technical support – (Ongoing) <i>QLD MOU – Schedule 3 (1.j)</i>	The commission must make available for inspection by any person, without fee, a copy of the most recent printed version of the publicly available part of all electoral rolls. <i>Electoral Act 1992 (QLD), Part 4 (60)</i>
South Australia	Yes	The AEC will provide a Public Access Terminal (PAT) in the ECSA's office and the associated technical support – (Ongoing) <i>SA MOU – Schedule 3 (1.j)</i>	Copies (whether in printed or electronic form) of the latest prints of the rolls must be available for inspection without fee— (a) at the office of the Electoral Commissioner; and (b) at the offices of the electoral registrars; and (c) at such other places as the Electoral Commissioner determines. <i>Electoral Act 1985 (SA), Part 4, Division 4, (26)</i>
Tasmania	No	The AEC will provide a Public Access Terminal (PAT) in the TEC's office and the associated technical support – (Upon request) <i>TAS MOU – Schedule 2 (1.k)</i>	The Commission may make the name and address of each elector, other than an elector whose address, pursuant to section 36(5), does not appear on the State roll, available for inspection by members of the public without fee. <i>Electoral Act 2004 (TAS), Part 3, (38)</i>
Victoria	No	<i>VIC SLA – No mention</i>	The Commission must ensure that copies of the latest list of electors are available for public inspection free of charge at the office of the Commission during office hours. <i>Electoral Act 2003 (VIC), Part 3, Division 2 (32)</i>
Western Australia	No	<i>WA SLA – No mention</i>	The Electoral Commissioner must make a register extract available for inspection by the public, without fee, at the office of the Electoral Commissioner. <i>Electoral Act 1907 (WA), Part 3, Division 6 (62A&AA)</i>

Timeline of the AEC's position on Public Access to the Roll and JSCEM responses

The Australian Electoral Commission has consistently promoted an approach to public inspection of the electoral roll that recognises the complex and changing relationship between electoral transparency and elector privacy.

Relevant JSCEM submissions and responses

1998 – AEC submitted that the Roll be made available for public inspection through the AEC's website, due to printed rolls becoming an increasingly inefficient and inaccurate method of publishing the Roll.

- **JSCEM response:** Recommendation 11 suggests the electoral roll be provided on the AEC website and in CD-ROM format, and subject to monthly updates.

2001 – [Attachment D](#) – AEC conducted a review of s.89-92 of the CEA with greater awareness of privacy risks with heightened internet usage. The AEC maintained that an open and accessible electoral roll was essential for an open democracy, but that personal information should be given the protection and security expected by Australians.

- Recommendations from the review included removal of the roll from sale and flexibility around the form in which the AEC could provide the roll. This led to reforms implemented in the *Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004*.
- **JSCEM response:** Recommendations 27-31 largely agreed with the AEC submission, but did not support "open-ended discretion sought by the AEC."

2013 –

20.3 – The AEC based its approach to public access on electoral transparency by facilitating electors to check for electoral roll accuracy, which is a permitted purpose in s.91A and aligns with the sentiment of the 2001 JSCEM report.

- Adopted a stricter approach to electoral roll access – informing users that public access is provided for the purpose of checking an elector's own details or seeking information pertaining to another elector with the intent to object to the enrolment of that elector. AEC staff were to approach all users and request usage to stop if terminal was being used for a purpose deemed inappropriate.

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20.6 – The AEC re-iterated the importance of the right to access the electoral roll and obligations to protect privacy of elector information. However, the AEC also stated a need for the Roll to be accessible for "socially worthwhile purposes."

- The AEC suggested JSCEM consider providing further clarity around the purpose of the Roll, to enable the development of a legislative definition of "socially worthwhile activities" in the context of Roll access.
- **JSCEM response:** Interpreted that under s.90A "public access to the electoral roll should be unfettered." Further recommended that the next meeting of ECANZ consider a normalisation and harmonisation of electoral roll use and purpose.

2022 –

330.7 – The AEC asked JSCEM to consider that the strict legislative obligations to share electoral roll, under s.90A and s.90B, is a risk to the privacy and security of elector information. The AEC maintained that public access to the electoral roll enables transparency but may potentially threaten elector safety.

- In October 2023, the AEC implemented a policy requiring each divisional office continue provide access to the Roll, but only for the divisions represented at each office. Access to the national roll remained available from capital city offices in each state and territory.
- **JSCEM response:** No recommendations made in relation to public inspection of the roll.

Attachment A: Timeline of Legislative Developments to Public Access to the Electoral Roll

Year/Period	Key Legislative Developments
1902 (CEA 1902)	Public access to the roll first established: rolls exhibited at police stations, post offices, State schools for a period of 30 days.
1905	Public inspection was permitted at polling places and post offices.
1918 (CEA 1918 – original)	Rolled over existing public access provisions, with printed rolls available at Divisional Returning Officers' (DRO) offices and some post offices. Inspection of the roll was free, but copies also available for purchase.
1984 <i>Commonwealth Electoral Legislation Amendment Act 1984</i>	Upon establishment of the AEC delegation of decisions in this area changed from the "Minister" to the "Electoral Commission."
1989 <i>Election and Referendum Amendment Act 1989</i>	Requirement of microfiche copies of the Roll for inspection at all AEC capital city and DRO offices, and maintained free access during office hours. Addition of periodic mandatory printing of electoral rolls.
2004 <i>Electoral and Referendum Amendment (Access to Electoral Roll and Other Measures) Act 2004</i>	Copies of the roll no longer available for purchase – intended to solve issue of unauthorised and commercial misuse of elector information. Removed references to format of the provision of the roll, allowing electronic access to the Roll via terminals at AEC offices.

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-----Original Message-----
From: Kath Glavin [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Sent: Monday, 24 November 2025 3:03 PM
To: Anita Ratcliffe [mailto:A.Ratcliffe@aec.gov.au] (mailto:A.Ratcliffe@aec.gov.au)
Cc: Angus Kirkwood [mailto:A.Kirkwood@aec.gov.au] (mailto:A.Kirkwood@aec.gov.au); Andrew Johnson [mailto:A.Johnson@aec.gov.au] (mailto:A.Johnson@aec.gov.au); Legal Services Mailbox [mailto:Legal@aec.gov.au] (mailto:Legal@aec.gov.au); Rachael Spalding [mailto:R.Spalding@aec.gov.au] (mailto:R.Spalding@aec.gov.au); Michael Lyons [mailto:M.Lyons@aec.gov.au] (mailto:M.Lyons@aec.gov.au); [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Subject: FW: Formal Complaint - Restriction of Public Access to the Electoral Roll (RPA Electoral Act)

Excellent response, thank you everyone. I've confirmed Jeff is comfortable to have it sent off without amendment, thanks Anita (and please forward on a copy for our records).
Kath Glavin (A/C Deputy Electoral Commissioner & National Election Manager Executive Leadership Team Australian Electoral Commission)

[mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
[mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)

-----Original Message-----
From: Anita Ratcliffe [mailto:A.Ratcliffe@aec.gov.au] (mailto:A.Ratcliffe@aec.gov.au)
Sent: Monday, 24 November 2025 4:16 PM
To: Kath Glavin [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Cc: Angus Kirkwood [mailto:A.Kirkwood@aec.gov.au] (mailto:A.Kirkwood@aec.gov.au); Andrew Johnson [mailto:A.Johnson@aec.gov.au] (mailto:A.Johnson@aec.gov.au); Legal Services Mailbox [mailto:Legal@aec.gov.au] (mailto:Legal@aec.gov.au); Rachael Spalding [mailto:R.Spalding@aec.gov.au] (mailto:R.Spalding@aec.gov.au); Michael Lyons [mailto:M.Lyons@aec.gov.au] (mailto:M.Lyons@aec.gov.au); [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Subject: FW: Formal Complaint - Restriction of Public Access to the Electoral Roll (RPA Electoral Act)

Good morning Kath
Please find attached draft response as requested.
This has been written in partnership with Andrew and [redacted] a letter and reviewed by all in as so requested.
Please let me know if you'd like any amendments.
Once satisfied I will PDF and email to the complainant from the AEC mailbox.

Regards
Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia State Executive / NT / WA State Office and Outposts Australian Electoral Commission

-----Original Message-----
From: Kath Glavin [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Sent: Thursday, 26 November 2025 5:16 AM
To: Anita Ratcliffe [mailto:A.Ratcliffe@aec.gov.au] (mailto:A.Ratcliffe@aec.gov.au)
Cc: Angus Kirkwood [mailto:A.Kirkwood@aec.gov.au] (mailto:A.Kirkwood@aec.gov.au); Andrew Johnson [mailto:A.Johnson@aec.gov.au] (mailto:A.Johnson@aec.gov.au); Legal Services Mailbox [mailto:Legal@aec.gov.au] (mailto:Legal@aec.gov.au); Rachael Spalding [mailto:R.Spalding@aec.gov.au] (mailto:R.Spalding@aec.gov.au); Michael Lyons [mailto:M.Lyons@aec.gov.au] (mailto:M.Lyons@aec.gov.au); [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Subject: FW: Formal Complaint - Restriction of Public Access to the Electoral Roll (RPA Electoral Act) [SEC-CONFIDENTIAL]

Morning Anita,
Can you please take the lead on a response to the attached.
Grateful if you can get a draft back to me by Monday (with input / check from relevant areas w/d please).
Thank you.
Kath Glavin (A/C Deputy Electoral Commissioner & National Election Manager Executive Leadership Team Australian Electoral Commission)

[mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
[mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)

-----Original Message-----
From: Jeff Pope [mailto:j.pope@aec.gov.au] (mailto:j.pope@aec.gov.au)
Sent: Thursday, 26 November 2025 5:25 AM
To: Kath Glavin [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Cc: Michael Lyons [mailto:M.Lyons@aec.gov.au] (mailto:M.Lyons@aec.gov.au); Andrew Johnson [mailto:A.Johnson@aec.gov.au] (mailto:A.Johnson@aec.gov.au); Anita Ratcliffe [mailto:A.Ratcliffe@aec.gov.au] (mailto:A.Ratcliffe@aec.gov.au); [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Subject: FW: Formal Complaint - Restriction of Public Access to the Electoral Roll (RPA Electoral Act) [SEC-CONFIDENTIAL]
Kath
Please note the email complaint below along with the attached letter regarding the reduced access to PAVs in Perth. Grateful if you could please arrange for a response to be sent by early to mid-next week. I think the response could come from Anita unless you have a different view.
Regards
JP
Jeff Pope APMA
Acting Electoral Commissioner
Australian Electoral Commission
T: 08 9251 4411

-----Original Message-----
From: [mailto:K.Glavin@aec.gov.au] (mailto:K.Glavin@aec.gov.au)
Sent: Wednesday, 26 November 2025 5:25 AM
To: Jeff Pope [mailto:j.pope@aec.gov.au] (mailto:j.pope@aec.gov.au)
Subject: Formal Complaint - Restriction of Public Access to the Electoral Roll (RPA Electoral Act)
CAUTION: This email originated from outside of the Australian Federal Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Commissioner,
Please find attached a letter for your attention.

Regards,

[redacted]

[redacted]
[redacted]
[redacted]

s 47F

From: Michael Lynch
Sent: Tuesday, 4 November 2025 7:23 PM
To: Anita Ratcliffe
Cc: s 47F
Subject: FW: Multiple PATs query [SEC=OFFICIAL]

Hi Anita – please see below the approval from Kath along with a request.

Thanks for bringing this to our attention.

Regards

Michael Lynch | First Assistant Commissioner
Electoral Integrity and Operations Group
Chief Security Officer
Australian Electoral Commission

s 47F



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From: Kath Gleeson s 47F @aec.gov.au>
Sent: Tuesday, 4 November 2025 7:14 PM
To: Michael Lynch s 47F @aec.gov.au>
Subject: RE: Multiple PATs query [SEC=OFFICIAL]

Thanks Michael, I'm supportive of the trial below given it will assist in our options comeback to JSCEM. Please go ahead. I'll brief Jeff when I get back on Thursday.

I'd appreciate if Anita can provide us with a short weekly update so we can make a judgement to adjust if needed.

Thank you,

Kath Gleeson | A/g Deputy Electoral Commissioner & National Election Manager
Executive Leadership Team
Australian Electoral Commission

s 47F

s 47F



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From: Michael Lynch s 47F [@aec.gov.au](mailto:s47f@aec.gov.au)>

Sent: Tuesday, 4 November 2025 3:11 PM

To: Kath Gleeson s 47F [@aec.gov.au](mailto:s47f@aec.gov.au)>

Subject: FW: Multiple PATs query [SEC=OFFICIAL]

Hi Kath – thanks for the in-principle agreement regarding PATs. Anita has now rounded out a bit of a plan below which I'm supportive of. Looking for your approval before we proceed, please.

Regards

Michael Lynch | First Assistant Commissioner

Electoral Integrity and Operations Group

Chief Security Officer

Australian Electoral Commission

s 47F



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S 22



TRU Investigations (A.B.N. 663 563 611)
Level 25 / 108 St Georges Terrace, Perth, WA, 6000
Mailing Address: P.O. BOX 42, NORTHBRIDGE, 6865, W.A.

Email: info@truinvestigations.com.au
Web: www.truinvestigations.com.au

Phone: 08 6556 6428

Date: 19 November 2025

To: Acting Electoral Commissioner Mr Jeff Pope APM

Re: Formal Complaint – Restriction of Public Access to the Electoral Roll (s90A Electoral Act)

Dear Jeff,

I am writing to lodge a formal complaint regarding recent changes to public access arrangements for inspection of the electoral roll at the Perth office.

These changes include:

- 1, A reduction in public access terminals from three (3) to one (1).
- 2, The introduction of one hour booking slots between 11am and 2pm.
- 3, A limit of one booking per person per day.

While I understand that ad-hoc access remains between 9am–11am and 2pm–5pm, the overall effect of these changes is that members of the public can no longer inspect the roll freely and continuously throughout ordinary office hours, as required under law.

Legislative Inconsistency

Section **90A** of the *Commonwealth Electoral Act 1918* states:

“A copy of the Roll... **is to be available, at any time during ordinary office hours**, for public inspection without fee.”

The revised arrangements conflict with that obligation in several ways:

1, Booking Restrictions (11am–2pm)

During these hours, the roll is not freely available. Access is dependent on a prior booking or the availability of a scheduled slot. If all bookings are taken, the statutory right cannot be exercised.

2, One Booking Per Day Policy

No such limit is contemplated by the legislation. This is an administrative barrier imposed on a statutory right.

3, Reduction to a Single Terminal

The shrinkage from three terminals to one drastically reduces capacity. If that terminal is already in use or booked, a member of the public cannot inspect the roll even though the law requires it to be accessible “at any time” during office hours.

Practical Effects of Reducing Terminals While Introducing a Booking Regime

One of the most concerning elements of the policy change is the logical inconsistency between reducing terminal numbers and simultaneously imposing booking schedules.

If the stated intention is to manage demand or structured usage, **reducing capacity from three terminals to one will naturally increase demand and congestion**, not alleviate it.



TRU Investigations (A.B.N. 663 563 611)
Level 25 / 108 St Georges Terrace, Perth, WA, 6000
Mailing Address: P.O. BOX 42, NORTHBRIDGE, 6865, W.A.

Email: info@truinvestigations.com.au
Web: www.truinvestigations.com.au

Phone: 08 6556 6428

This has the following practical consequences:

- 1, **Increased wait times** during ad-hoc access periods.
 - 2, **Reduced daily throughput** (one terminal instead of three).
 - 3, **More competition for limited booking slots.**
 - 4, **Higher likelihood that the roll is unavailable “at any time”**, despite office hours continuing
- From a public administration and legislative compliance standpoint, it is unclear why the AEC would intentionally restrict access capacity while also introducing a more rigid access system that depends on availability. This combination inherently makes it more likely that the AEC cannot meet its statutory obligation.

Purpose of s90A and Consequences of Restricting Access

The public right to inspect the electoral roll exists to protect transparency, accuracy, and public confidence in electoral processes. Restricting access whether intentionally or by reducing capacity to the point that access becomes impractical undermines the purpose Parliament intended. Administrative or resource based limitations cannot override a legislated right.

Request for Action and Explanation

I respectfully request that the AEC:

1. **Review the lawfulness and practicality of the new access arrangements;**
2. **Explain the rationale behind reducing terminals while implementing an appointment system that increases demand on a single terminal;**
3. **Restore full compliance with s90A by ensuring uninterrupted roll access throughout all office hours; and**
4. **Reconsider the reduction in terminals to ensure adequate capacity.**

Please also provide:

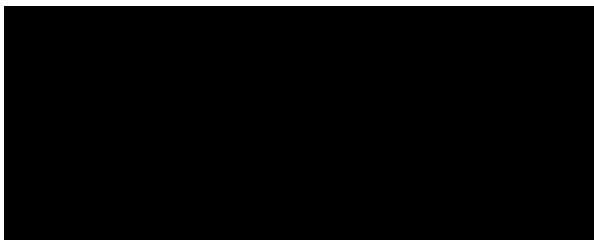
- The policy or directive authorising these changes;
- Any internal risk assessments or compliance evaluations performed before implementation;
- The legal basis upon which the booking regime and daily access limits were introduced.

Conclusion

I submit this complaint in the public interest. The electoral roll is a core democratic safeguard, and any administrative arrangement that obstructs statutory access risks undermining both the letter and spirit of the law. The reduction of terminals combined with booking limitations appears to make compliance with s90A substantially more difficult.

I look forward to your timely response.

Yours faithfully,



Wednesday, 12 November 2025

s 47F

12/11/2025 8:29 am

Confirming that if you are asked by a member of public about why these changes have happened, you should reply, "I'll get someone who can help you with that question." Then ask s 47F to come to reception to speak to the person.



Monday, 17 November 2025

s 47F

17/11/2025 11:29 am

The update to this SOC has now been released. It has revised the bookable time.



s 47F

17/11/2025 12:02 pm

I've sent a meeting invite to APS2 & APS3 to a session s 47F will hold on Friday 21 Nov. Please attend if you can, but no need to arrange day swaps etc to attend this meeting.



s 47F

Subject: FW: Perth Central Office - Public Access Terminal Trial - Information Session
[SEC=OFFICIAL]
Location: Microsoft Teams Meeting
Start: Fri 21/11/2025 10:00 AM
End: Fri 21/11/2025 11:00 AM
Show Time As: Tentative
Recurrence: (none)
Organiser: s 47F

If you are available, please attend this information session about the PATs

From: s 47F
Sent: Monday, 17 November 2025 03:31:10 (UTC) Coordinated Universal Time
To: s 47F

Cc: s 47F

Subject: Perth Central Office - Public Access Terminal Trial - Information Session [SEC=OFFICIAL]

When: Friday, 21 November 2025 02:00-03:00.

Where: Microsoft Teams Meeting

Hi All,

This is an information session for any staff involved in the management of reception at the Perth Central Office regarding the trial of a reduced number of PATs and implementation of a partial booking system.

This will cover off on:

- The reasons for the trial
- What it looks like
- What is required of the reception staff
- Escalations
- Record-keeping
- Questions

Please forward to any staff who may be involved with reception during the trial period. The session will be recorded for any staff who are not available.

Kind Regards,

s 47F | **Assistant Director State Office**
Northern Territory/Western Australia State Office
Australian Electoral Commission
s 47F



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s 22

From: AEC Sharepoint
Sent: Monday, 17 November 2025 10:00 AM
Subject: SOC PAT Terminal changes in Perth CBD Office has been published [SEC=OFFICIAL]

Hi WA and NT,

A new item has been published to the SOC:

[PAT Terminal changes in Perth CBD Office](#)

Kind Regards,

State Operational Communications

Date: 18 November 2025 **Time:** 13:00 **Classification:** OFFICIAL

Minutes: Divisional Leadership Meeting

s 22

s 22

05 PAT Terminal

s 47F noted that on Friday 21 November, s 47F will be having a Public Access Terminal Trial information session, and we will have a clearer understanding of how we as an organisation will handle the PAT moving forward. s 47E(d)

s 22

From: [Michael Lynch](#)
To: [Anita Ratcliffe](#)
Cc: s 47F [Andrew Johnson](#); s 47F
Subject: RE: WA PAT Trial - weekly update [SEC=OFFICIAL]
Date: Monday, 17 November 2025 3:06:41 PM
Attachments: [image004.png](#)

Thanks Anita – much appreciated. I'll share with Kath.

Regards

Michael Lynch | First Assistant Commissioner
Electoral Integrity and Operations Group
Chief Security Officer
Australian Electoral Commission
s 47F

From: Anita Ratcliffe s 47F @aec.gov.au>
Sent: Monday, 17 November 2025 4:02 PM
To: Michael Lynch s 47F @aec.gov.au>
Cc: s 47F Anita Ratcliffe s 47F @aec.gov.au>;
Andrew Johnson s 47F @aec.gov.au>; s 47F
Subject: WA PAT Trial - weekly update [SEC=OFFICIAL]

Hi Michael

Please find below an update reflecting on the first week of our two week notice period preceding the WA PAT trial, which will officially commence on Monday 24 November.

Current State

The Notice period commenced on 10th November 2025. Four A4 notices are currently displayed around the reception area in prominent positions advising of the implementation of the booking system. Reception Staff have been asked to advise members of the public to submit any feedback to the WA State Office email address. If a member of the public wishes to discuss the new arrangements escalation is currently required to an Assistant Director.

Feedback

This week one piece of feedback has been received verbally on Tuesday 11th November 2025. The feedback was from a regular PAT user who asked the following:

- * Are they going to speed up the terminals because it just took her 25 minutes to look up s 47F which will mean that she will only be able to look up two people an hour.
- * Can other people in her office book, so same office different people?
- * Can she make a permanent booking?
- * What access does the WAEC terminal have?
- * What about Cockburn and Joondalup?
- * How long is the trial going for?

The individual was asked to email the questions to the WA State Office mailbox. This has not yet been received.

Adjustments

To ensure the PAT remains accessible for members of the public the following adjustments to the original trial will be implemented:

- A bookable period between 11am and 2pm, maximum one hour per booking;
- We require a contact phone and email address so we can advise should there ever be any issues accessing the office or with the terminal itself;
 - Should the person having made the reservation not arrive within 15 minutes of their booked time, this voids their booking and the PAT becomes available for walk-ins again (eg. If booked at 11am and person hasn't arrived by 11:15am, PAT is available for walk-ins).

Updated notices were put up at 8:30am on Monday 17th November noting the adjustments. The SOC was updated at 10:00am Monday 17th November. Lastly a staff briefing session will be held on Friday 21st November to ensure all staff are aware of the rules and their responsibilities and the session will be recorded for staff who are not available.

All feedback and any 'queue' reports will be sent to WA State Office and will be included in the weekly report each Monday.

s 42

Please let me know should you require any further information incorporated into the weekly reports as we proceed.

Regards

Anita Ratcliffe | State Manager NT / WA and Australian Electoral Officer for Western Australia
State Executive | NT / WA State Office and Outposts
Australian Electoral Commission



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