



# Voter Survey

## REPORT

**Proposal prepared for:**

**Dale Easterby**  
**Assistant Director, Research Coordination**  
**Business Intelligence, Research & Electoral Integrity Section | Operations**  
**Branch**  
**Australian Electoral Commission**

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## 1.0 Executive summary

The AEC has run Voter Surveys at the last several elections to gain voters' thoughts on the electoral system and how they perceive the AEC's performance in carrying out its role. With this information the AEC can design, evaluate and improve electoral services. The aim of the 2019 Voter Survey was to extend the evidence base, and to ensure that the AEC had up-to-date findings.

### Voting in the Federal Election

Nearly all respondents claimed to have voted in the 2019 federal election (97%), a very similar result to that of the 2016 (98%) and 2013 (97%) surveys.

### Voting Early

Over one-third (36%) cast their vote before election day, a significantly higher percentage than during either the 2016 (25%) or 2013 (22%) elections. This shift to early voting was driven by an increase in the percentage of voters casting their votes early at an early voting centre (from 15% in 2013, to 19% in 2016, to 29% in 2019).

Retirees were more likely to have voted early (49% vs. 33% for the rest of the population), as were Victorians (46% vs. 32%).

Those who voted early were most likely to have done so because it was 'convenient' or they were 'unable to leave work'. The percentage mentioning 'convenient' as the reason for voting early rose significantly between 2016 and 2019 (from 5% to 22%), perhaps suggesting that any stigma associated with voting early due to 'convenience' is declining.

### Ballot Paper Instructions

While the majority found it easy to understand the instructions on both ballot papers, respondents were significantly more likely to find the House of Representatives than Senate ballot paper easy to understand (93% vs. 83%). This suggests that the very large size of the Senate ballot paper in many states, and the Senate voting changes in 2016, may have made the task of voting in the Senate difficult for a significant minority of the population.

Nevertheless, a significantly greater percentage of respondents found the Senate ballot paper easy to understand in 2019 than in 2016 (83% vs. 79%). Increasing familiarity with the new Senate system of voting introduced in 2016 may have contributed to this result.

In terms of sources of assistance in filling out their ballot papers, respondents were most likely to mention how to vote cards, ballot paper instructions and advice from a polling official. This applied to both the House of Representatives and Senate ballot papers. Close to half respondents mentioned they used 'nothing'.

Coinciding with the decline in AEC advertising spend, in 2019 a smaller percentage of respondents used TV advertising as a source of assistance to fill out their Senate ballot papers (3% vs. 7% in 2016). Perhaps as a consequence of this, in 2019 respondents were more likely to gain assistance from 'instructions on the ballot paper' (12% in 2019 vs. 7% in 2016) or from 'advice from a polling official' (10% in 2019 vs. 6% in 2016).

### Voting Experience

Satisfaction with the overall voting experience rose significantly between 2016 and 2019 (from 87% to 94%). After declining in the 2016 survey, satisfaction has now returned to similar levels to those experienced in 2013.

There was a particularly large increase in satisfaction with 'the length of time you had to wait to vote' (from 78% in 2016 to 91% in 2019). This may have contributed to the lift in overall voting experience satisfaction.

In 2016 it was reported that there were long queues at polling stations across the country. The lift in satisfaction with the 'length of time you had to wait to vote' suggests that the AEC has been successful in reducing queue times.

In addition to the lift in satisfaction with the overall voting experience, there was a decline in the level of overall voting dissatisfaction (from 8% to 4%).

### **Voter Opinions of the AEC**

Respondents were asked several questions that illustrated their opinions of the AEC.

Overall, respondents had a positive view of the AEC, with 90% agreeing the AEC conducts the federal election fairly and 90% being confident that their personal information and privacy were kept safe and secure during the voting process. These views were very similar to those held in the 2016 Voter Survey.

In addition, there was a significant rise in the percentage that was confident in the AEC's ability to deliver electoral services at this federal election (to 89%, from 85% during the 2016 Voter Survey). After declining in the 2016 survey, confidence in the AEC's ability to deliver electoral services has returned to levels similar to those experienced in 2013.

The lift in confidence in the AEC's ability to deliver electoral services at this federal election coincided with a significant lift in satisfaction in respondents' overall voting experience, and a particularly strong lift in satisfaction with 'the length of time you had to wait to vote'.

### **Recommendations**

After a weaker performance in 2016 on several key measures including satisfaction with the overall voting experience and confidence in the AEC's ability to deliver electoral services at the federal election, in 2019 the AEC has regained all the ground lost in 2016 and has returned to the satisfaction and confidence levels experienced in 2013. These gains have coincided with a 13-percentage point lift in 2019 in satisfaction with 'the length of time you had to wait to vote'.

The results from the 2016 and 2019 surveys suggests that the perceptions of 'length of time you had to wait to vote' has a substantial impact on satisfaction and confidence in the AEC. Consequently, any initiatives reducing the length of time voters have to wait in line are likely to support satisfaction and confidence in the AEC.

## 2.0 Background and objectives

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The key aim of the Australian Electoral Commission is to maintain an impartial and independent electoral system for eligible voters through electoral roll management, efficient polling services and targeted education and public awareness programs.

The AEC asks voters for their thoughts about the electoral system, and how they perceive the AEC's performance in carrying out its role in order to design, evaluate and improve electoral services.

The AEC has run Voter Surveys at the last several elections to ascertain this information. In 2010, 2013 and 2016 Voter Surveys were run with very similar questionnaires and methodologies. The aim of the 2019 Voter Survey was to extend the evidence base, and to ensure that the AEC had up-to-date findings.

The 2019 questionnaire was very similar to the previous Computer-Assisted Telephone Interviewing (CATI) surveys, and consequently comparison of results can be made between the 2013, 2016 and 2019 surveys.

The only change to the questionnaire was rephrasing the term 'pre-poll centre' with 'early voting centre'.

As was the case in 2016, the 2019 survey was a nationwide CATI survey of 1,101 respondents.

The principal objective of the 2019 Voter Survey was to examine perceptions of the AEC's delivery of voting services in 2019 including the following:

- Early voting;
- Formality and informality activities;
- Awareness of, and opinions about, the AEC; and
- Which information sources (regarding the 2019 election) were used by respondents.

## 3.0 Methodology

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In total, 1,101 interviews were conducted in the 2019 Voter survey between the 19<sup>th</sup> and 23<sup>rd</sup> of May 2019. As the interviews were conducted in a short time period immediately after the election, the interviews did not capture the impact of events that occurred more than five days after the election.

Conducted via CATI, the sample comprised RDD generated mobile/fixed line telephone numbers consisting of 80% mobile phone numbers purchased from SamplePages.

To ensure interviews were conducted nationwide in percentage to population, quotas for the number of interviews that needed to be achieved were set for individual states and territories. The results were weighted by age, gender and location based on 2016 Australian Census data.

The demographic profile of those interviewed can be seen in Appendix 1, and is compared with the respondents who participated in the 2013 and 2016 voter surveys.



## 4.0 Voting in the federal election

The large majority of respondents claimed to have voted in the 2019 federal election (97%), just as had been the case for the federal elections coinciding with the 2016 (98%) and the 2013 (97%) Voter Surveys.

**Table 1** Voting in the 2013, 2016 and 2019 federal elections

Voting in the Federal Election	2013 Voter Survey	2016 Voter Survey	2019 Voter Survey
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
Yes	97%	98%	97%
No	3%	2%	2%

Q5. Have you cast a vote in this Federal Election? [Base: Total population]

The main difference across demographic groups was that those aged 25 and over were significantly more likely to have voted than those aged 18-24 (98% vs. 90%). This pattern was also apparent in the 2016 survey.

Amongst the 22 respondents who did not vote, there was a broad range of reasons given for not doing so, including:

- “ Attempted to update details, as I was overseas, and unfortunately missed the cut-off date. I could not be registered due to the late timing.
- “ Couldn't find my citizenship papers to register to vote.
- “ Did not have time to vote.
- “ Due to deadline voter registration.
- “ I was four minutes late.
- “ I forgot to.
- “ Tried to vote online and I couldn't vote online.
- “ I was told I don't have to vote.
- “ I have no confidence in any of them. I have been fined. I don't really believe in any of them. It's a free country and why would I vote if I genuinely don't have faith for any of the parties?
- “ I think the whole system is a joke. I followed it. I think our government is a joke and a laughing stock and I didn't want to be part of that. Our votes don't matter. It doesn't matter who we vote for because it'll just change shortly anyway.
- “ I'm Mormon. A religious thing – we're not allowed to vote.

- “ On religious basis, I don't want any government elections.
- “ Religious beliefs. There is only one kingdom – God's kingdom. The government can't speak for it.
- “ I prayed for the one I wanted in.
- “ I have a religious belief. It's Christadelphian. For that reason I don't want vote although I am interested in politics.
- “ Sick.

## 5.0 Voting early

### 5.1 Incidence of voting early

Slightly under two-thirds of respondents cast their vote on election day (64%), a lower percentage than during the 2013 (78%) or 2016 (75%) federal elections. The early voters cast their vote either beforehand at an early voting centre or earlier by post.

This shift to early voting in 2019 was driven by an increase in the percentage of respondents casting their votes early at an early voting centre (from 15% in 2013 to 19% in 2016 to 29% in 2019).

Most respondents who voted early (65%) indicated that had early voting not been available, they would still have been able to vote on Election Day. This result was identical to that from the 2016 research.

Table 2 Voting early

Voting Early	2013 Voter Survey	2016 Voter Survey	2019 Voter Survey
<b>Sample Size</b>	<b>974</b>	<b>1,084</b>	<b>1,079</b>
Election Day	78%	75%	64%
Beforehand at an early voting centre	15%	19%	<b>29% ↑</b>
Earlier by post	8%	6%	7%

Q7 Did you vote on Saturday 18<sup>th</sup> May at a polling place or beforehand at an early voting centre or by post? [Base: Voters]  
\*Blue arrows indicate significantly higher in 2019 than in 2016 at the 95% confidence interval.

The level of voting early or by post varied significantly across several demographics. Voting before election day or by post was higher amongst those:

- Who were retired (49% vs. 33% amongst the rest of the population); and amongst
- Victorians (46% vs. 32% amongst those from the rest of Australia).

### 5.2 Reasons for voting early

Those who had voted early were asked why they had voted early.

The most mentioned reasons were:

- More convenient (24%)
- Unable to leave work (21%)
- Travelling within state (13%), and
- Travelling interstate (10%).

The percentage mentioning 'convenience' as the reason for voting early rose significantly between 2016 and 2019 (from 5% to 22%), perhaps suggesting that concern over the allowability of voting early due to 'convenience' is declining.

**Table 3** Reasons for voting early

Reasons for voting early	2016 CATI	2019 CATI
<b>Sample size</b>	<b>287</b>	<b>420</b>
More convenient	5%	22% ↑
Unable to leave work	21%	21%
Travelling within state	16%	13%
Travelling interstate	14%	10%
Ill, infirm or pregnant	5%	9%
Avoid crowds/queues	24%	9% ↓
Very busy	9%	6%
Was not near a polling place	6%	4%
Family commitment	3%	3%
Travelling overseas	2%	3%
Early election booth close by	3%	2%
Caring for someone who is ill, infirm or pregnant	4%	2%
Hospitalised	3%	1%
Silent elector, not on roll	1%	1%
Have a disability	0%	1%
Religious beliefs	1%	<1%

Q8 Why did you vote early this election – rather than on Election Day? [Base: voted early]

\*Blue/red arrows indicate significantly higher/lower in 2019 than in 2016 at the 95% confidence interval.

While there were very few statistically significant differences in the reasons given for voting early depending on age or language spoken at home, there were several differences by gender and the method of voting early, as noted below.

Females were more likely to have voted early because they were 'travelling within their state' (16% vs. 9% amongst males) or due to 'family commitments' (4% vs. 1%). Males, by contrast, were more likely to have voted early because they were 'very busy' (9% vs. 3% amongst females).

Those who cast a postal vote were more likely to do so because they were ill/infirm or pregnant (19% vs. 7% who cast their vote at an early voting centre), or because they were a silent elector not on the roll (6% vs. 0%).

**Table 4** Reasons for voting early by demographics

Voter Survey (19-23 May)	Total	Gender		How voted early	
		Male	Female	Early voting centre	Post
<b>Sample size</b>	<b>420</b>	<b>200</b>	<b>220</b>	<b>339</b>	<b>81</b>
More convenient	22%	18%	25%	23%	15%
Unable to leave work	21%	25%	18%	22%	19%
Travelling within state	13%	9%	<b>16%↑</b>	14%	7%
Travelling interstate	10%	11%	9%	10%	9%
Ill, infirm or pregnant	9%	8%	10%	7%	<b>19%↑</b>
Avoid crowds/queues	9%	8%	9%	9%	6%
Very busy	6%	<b>9%↑</b>	3%	7%	4%
Was not near a polling place	4%	4%	4%	3%	8%
Family commitment	3%	1%	<b>4%↑</b>	2%	4%
Travelling overseas	3%	1%	4%	2%	4%
Early election booth close by	2%	3%	2%	2%	2%
Caring for someone who is ill, infirm or pregnant	2%	1%	3%	2%	3%
Hospitalised	1%	3%	0%	1%	3%
Silent elector, not on roll	1%	1%	2%	-	<b>6%↑</b>
Have a disability	1%	1%	0%	1%	1%
Religious beliefs	<1%	<1%	-	<1%	-

Q8 Why did you vote early this election – rather than on Election Day? [Base: voted early]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

## 6.0 Previous voting experience

Respondents were asked whether they had voted previously in federal, state or local government elections.

### 6.1 2019 federal election compared to 2013/2016 federal elections

The percentage of respondents who had voted previously in a federal or state election was higher in 2019 than in 2016.

The percentage of respondents who had voted previously in a local government election did not differ significantly in 2019 from 2016.

**Table 5** Voting in previous elections

Voter Survey (19-23 May)	2013 CATI	2016 CATI	2019 CATI
<b>Sample size</b>	<b>974</b>	<b>1,084</b>	<b>1,079</b>
Voted previously in federal election	91%	90%	<b>93% ↑</b>
Voted previously in state election	91%	89%	<b>93% ↑</b>
Voted previously in local government election	84%	78%	81%

Q10 Not counting Saturday's federal election, have you voted before in a Federal election? Q11 Not counting Saturday's federal election, have you voted before in a State election? Q12 Not counting Saturday's federal election, have you voted before in a Local government election? [Base: voters]

\*Blue/red arrows indicate significantly higher/lower in 2019 than in 2016 at the 95% confidence interval.

## 6.2 Differences across demographics

There was a consistent pattern across the different types of elections: for each election those aged 25 and over and those from a non-CALD<sup>1</sup> background were more likely to have voted previously.

A key reason for younger respondents being less likely to have voted at previous elections is that many of them would not have been of an age to vote the last time a federal, state or local government election was held.

The fact that those aged 18-24 were more likely to be from a CALD background (26% of those aged 18-24 vs. 16% of those aged 25+) is likely to have contributed to the higher percentage of first-time voters amongst those from a CALD background.

Another likely factor behind the lower level of previous voting amongst respondents from a CALD background is that CALD respondents are more likely to be migrants, and thus would have been less likely than other respondents to have been in Australia at the time of previous elections.

**Table 6** Voting in previous elections by demographics

Voter Survey (19-23 May)	Total	Age		Language		Location	
		18-24	25+	CALD	Non-CALD	Metro	Non-Metro
<b>Sample size</b>	<b>1,079</b>	<b>84</b>	<b>995</b>	<b>168</b>	<b>911</b>	<b>563</b>	<b>516</b>
Voted previously in federal election	93%	65%	<b>97% ↑</b>	85%	<b>94% ↑</b>	93%	92%
Voted previously in state election	93%	72%	<b>96% ↑</b>	83%	<b>95% ↑</b>	92%	94%
Voted previously in local government election	81%	50%	<b>85% ↑</b>	71%	<b>83% ↑</b>	75%	<b>88% ↑</b>

Q10 Not counting Saturday's federal election, have you voted before in a Federal election? Q11 Not counting Saturday's federal election, have you voted before in a State election? Q12 Not counting Saturday's federal election, have you voted before in a Local government election? [Base: voters]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

<sup>1</sup> CALD refers to culturally and linguistically diverse background. In this survey that comprises respondents who speak a language other than English at home (they may or may not also speak English at home).

## 7.0 Ballot paper instructions

### 7.1 Understanding ballot paper instructions

Respondents were asked whether they found the instructions on the ballot papers easy or difficult to understand. While the majority found it easy to understand the instructions on both ballot papers, respondents were significantly more likely to find the House of Representatives easy to understand than the Senate ballot paper (93% vs. 83%).

These findings suggest that the very large size of the Senate ballot paper in many states (compared to the House of Representatives ballot paper), may have made the task of voting in the Senate difficult for a minority of the population.

**Table 7** Ease of understanding ballots

Ease of Understanding	House of Representatives Ballot	Senate Ballot
<b>Sample Size</b>	<b>1,079</b>	<b>1,079</b>
Easy	<b>93% ↑</b>	83%
Difficult	4%	12%
Didn't Read Them	4%	5%

Q13a Did you find the instructions provided on the green House of Representatives ballot paper easy or difficult to understand?  
Q14a And did you find the instructions provided on the white Senate ballot paper easy or difficult to understand? [Base: voters]  
\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

While respondents were less likely to find the Senate ballot paper easy to understand than the House of Representatives ballot paper, a significantly greater percentage of respondents found the Senate ballot paper easy to understand in 2019 than in 2016 (83% vs. 79%). Increasing familiarity with the new Senate system of voting introduced in 2016 may have contributed to this result.

**Table 8** Ease of understanding Senate ballots 2016 versus 2019

Ease of Understanding	Senate Ballot 2016	Senate Ballot 2019
<b>Sample Size</b>	<b>1,084</b>	<b>1,079</b>
Easy	79%	<b>83% ↑</b>
Difficult	14%	12%
Didn't Read Them	7%	5%

Q14a And did you find the instructions provided on the white Senate ballot paper easy or difficult to understand? [Base: voters]  
\*Blue arrows indicate significantly higher in 2019 than in 2016 at the 95% confidence interval.



## 7.2 Profiles of those finding Senate voting instructions easy or difficult

Respondents who were satisfied with the 'assistance provided by the electoral staff' and/or the quality of 'AEC information assisting you to vote' were significantly more likely to find the Senate ballot instructions easy to understand. This suggests that both the assistance provided by electoral staff, and AEC information assisting you to vote, does lead to more voters finding it easy to understand how to vote in the Senate.

Evidence for this assertion is that respondents who were satisfied with the 'assistance provided by electoral staff' were significantly more likely than respondents who were neutral or dissatisfied to find the Senate ballot papers easy to fill out (84% vs. 65%). Similarly, those who were satisfied with the AEC information assisting you to vote were significantly more likely to find Senate ballot papers easy to fill out (86% vs. 60% amongst those neutral or dissatisfied with the AEC information assisting you to vote).

The demographic profile of those finding Senate voting instructions easy to understand did not differ by age, gender, CALD status, metro or non-metro location or by education.

**Table 9** Ease of understanding Senate ballot by satisfaction with the voting process

Voter Survey (3-7 July)	Total	ASSISTANCE PROVIDED BY ELECTORAL STAFF		AEC INFORMATION ASSISTING YOU TO VOTE	
		Satisfied with assistance	Neither satisfied nor dissatisfied/ dissatisfied with assistance	Satisfied	Neither satisfied nor dissatisfied/ dissatisfied with assistance
<b>Sample size</b>	<b>1,079</b>	<b>981</b>	<b>46</b>	<b>943</b>	<b>103</b>
Easy	83%	<b>84% ↑</b>	65%	<b>86% ↑</b>	60%
Difficult	13%	12%	<b>25% ↑</b>	10%	<b>36% ↑</b>
Didn't read them	5%	5%	9%	4%	5%

Q14a And did you find the instructions provided on the white Senate ballot paper easy or difficult to understand? [Base: voters]  
\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

### 7.3 What assisted in filling out ballot papers?

In terms of sources of assistance in filling out their ballot papers, respondents were most likely to mention 'nothing', how to vote cards, ballot paper instructions and advice from a polling official. This applied to both the House of Representatives and Senate ballot papers.

There were no significant differences between what assisted with the House of Representatives and Senate ballots with the exception that 'how to vote cards' were more likely to be mentioned as assisting with the House of Representatives ballot (30% vs. 25% for the Senate ballot). This finding was very similar to that from the 2016 survey.

**Table 10 Assistance provided for filling out ballot papers**

	What assisted with House of Representatives Ballot	What assisted with Senate Ballot
<b>Sample size</b>	<b>1,079</b>	<b>1,079</b>
A how to vote card given to you by a party representative	30%	25% ↓
The instructions on the ballot paper	10%	12%
Advice from a polling official	8%	10%
Information from a website other than the AEC	6%	5%
TV ads you had seen earlier showing how to vote correctly	2%	3%
Information about parties and policies other	1%	2%
Advice from a friend or family member or carer	1%	2%
The how to vote practice tool on the AEC website	1%	2%
Newspaper ads you had seen earlier demonstrating how to vote correctly	2%	2%
Posters in the polling place	2%	2%
Information received in the mail from parties/candidates	1%	1%
Media other	1%	1%
Information in the "Official Guide" you received at home	1%	<1%
ABC vote compass	1%	0%
Nothing	43%	45%

Q13b What, if anything, did you use to assist you in filling out your green House of Representatives ballot paper this election?

Q14b What, if anything, did you use to assist you in filling out your white Senate ballot paper this election? [Base: voters]

\*Blue/red arrows indicate significantly higher/lower in 'Senate' column than in 'House of Representatives' column at the 95% confidence interval.

The table below details how the assistance sought for filling out the Senate ballot paper varied between 2016 and 2019.

Coinciding with the decline in AEC advertising spend, in 2019 respondents were less likely to use TV advertising as a source of assistance to fill out their Senate ballot papers (3% in 2019 vs. 7% in 2016).

Perhaps as a consequence of this, in 2019 respondents were more likely to gain assistance from 'instructions on the ballot paper' (12% in 2019 vs. 7% in 2016) or from 'advice from a polling official' (10% in 2019 vs. 6% in 2016).

**Table 11 Assistance provided for filling out Senate ballot papers – 2016 vs. 2019**

	What assisted with Senate Ballot 2016	What assisted with Senate Ballot 2019
<b>Sample size</b>	<b>1,084</b>	<b>1,079</b>
A how to vote card given to you by a party representative	26%	25%
The instructions on the ballot paper	7%	12% ↑
Advice from a polling official	6%	10% ↑
Information from a website other than the AEC	6%	5%
TV ads you had seen earlier showing how to vote correctly	7%	3% ↓
Advice from a friend or family member or carer	2%	2%
The how to vote practise tool on the AEC website	3%	2%
Newspaper ads you had seen earlier demonstrating how to vote correctly	3%	2%
Posters in the polling place	1%	2%
Information received in the mail from parties/candidates	2%	1%
Media other	1%	1%
Information in the the 'official guide' you received at home	1%	<1
Nothing	44%	45%

Q13b What, if anything, did you use to assist you in filling out your green House of Representatives ballot paper this election?

Q14b What, if anything, did you use to assist you in filling out your white Senate ballot paper this election? [Base: voters]

\*Blue/red arrows indicate significantly higher/lower in 2019 than in 2016 at the 95% confidence interval.

The table below details how the assistance sought for filling out the Senate ballot paper varied by demographics. The differences across demographics included:

- Those aged 18-24 were significantly more likely to seek assistance from a friend or family (5% vs. 2% amongst respondents aged 25 and over) or the how to practice tool on the AEC website (5% vs. 2%).
- Respondents from a CALD background were significantly more likely to seek advice from a polling official (15% vs. 9%) or from a website other than the AEC (8% vs. 5%), and
- Females were more likely to seek advice from a website other than the AEC (7% vs. 3%).

**Table 12 Assistance provided for filling out Senate ballot paper by demographic**

Voter Survey (3-7 July)	Total	Age		Language		Gender	
		18-24	25+	CALD	Non-CALD	Male	Female
<b>Sample size</b>	<b>1,079</b>	<b>84</b>	<b>995</b>	<b>168</b>	<b>911</b>	<b>532</b>	<b>547</b>
A how to vote card given to you by a party representative	25%	21%	25%	23%	25%	24%	25%
The instructions on the ballot paper	12%	16%	11%	16%	11%	11%	13%
Advice from a polling official	10%	14%	9%	15% ↑	8%	9%	11%
Information from a website other than the AEC	5%	9%	5%	8% ↑	4%	3%	7% ↑
TV ads you had seen earlier showing how to vote correctly	3%	-	3%	2%	3%	2%	4%
Advice from a friend or family member or carer	2%	5% ↑	2%	2%	2%	2%	2%
The how to vote practise tool on the AEC website	2%	5% ↑	1%	1%	2%	2%	2%
Newspaper ads you had seen earlier demonstrating how to vote correctly	2%	-	2%	2%	2%	1%	2%
Posters in the polling place	2%	2%	1%	1%	2%	1%	2%
Information received in the mail from parties/candidates	1%	-	1%	1%	1%	1%	1%
Media other	1%	-	1%	2%	1%	1%	1%
Information in the the 'official guide' you received at home	<1%	-	1%	-	1%	1%	0%
Nothing	45%	43%	45%	41%	46%	48% ↑	41%

Q14b What, if anything, did you use to assist you in filling out your white Senate ballot paper this election? [Base: voters]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

## 8.0 The voting experience

Respondents were asked about their levels of satisfaction with various aspects of voting. Overall, most respondents were satisfied with their voting experience at the 2019 federal election.

The extent of satisfaction (the percentage indicating they were either very or fairly satisfied) with the overall voting experience rose significantly in the most recent survey (from 87% in 2016 to 94% in the 2019 Voter Survey). After declining in the 2016 survey, satisfaction has now returned to similar levels to those experienced in 2013.

Notably, there was a particularly large increase in satisfaction in 2019 compared to 2016 with “the length of time you had to wait to vote” (from 78% to 91%). This suggests this aspect is likely to have contributed to the lift in overall voting experience satisfaction.

In 2016 it was reported that there were unusually long waits at polling stations across the country. The lift in satisfaction with the ‘length of time you had to wait to vote’ suggests that the AEC has been successful in reducing queue times.

The importance of ‘the length of time you had to wait to vote’ in supporting satisfaction with the overall voting experience is supported by findings from the 2016 survey. In 2016 when there was a significant drop in satisfaction with the overall voting experience the only attribute where there was also a significant drop in satisfaction was in ‘the length of time you had to wait to vote’.

**Table 13 The voting experience – 2013 and 2016 compared to 2019**

Percentage very/fairly satisfied with...	2013 Voter Survey	2016 Voter Survey	2019 Voter Survey
<b>Sample Size</b>	<b>974</b>	<b>1,084</b>	<b>1,079</b>
The assistance provided by the electoral staff**	90%	88%	91% ↑
The Australian Electoral Commission information assisting you to vote**	84%	85%	87%
The length of time you had to wait to vote***	87%	78%	91% ↑
How easy it was to find and mark your name off the list***	93%	92%	93%
How quick it was to find and mark your name off the list***	93%	91%	94% ↑
Your overall voting experience**	93%	87%	94% ↑

Q18-24 Thinking about when you voted - how satisfied or dissatisfied were you with...? [Base: \*\* Asked of voters. \*\*\* Asked of election day and early voting centre voters only]

\*Blue arrows indicate significantly higher in 2019 than in 2016 at the 95% confidence interval.

Respondents' satisfaction with their voting experience differed little by age, CALD status, gender or location.

The exceptions were: non-CALD respondents were more likely to be satisfied with the 'length of time they had to wait to vote' (92% vs. 86%), and metro respondents were more likely to be satisfied with their overall voting experience (95% vs. 92%).

**Table 14 The voting experience – differences across age and CALD status**

	Total	Age		Language	
		18-24	25+	CALD	Non-CALD
<b>Sample size</b>	<b>1,101</b>	<b>93</b>	<b>1,008</b>	<b>170</b>	<b>931</b>
The assistance provided by the electoral staff**	91%	94%	91%	94%	91%
The Australian Electoral Commission information assisting you to vote**	87%	86%	87%	87%	87%
The length of time you had to wait to vote***	91%	94%	90%	86%	<b>92% ↑</b>
How easy it was to find and mark your name off the list***	93%	97%	93%	95%	93%
How quick it was to find and mark your name off the list***	94%	96%	94%	96%	93%
Your overall voting experience**	94%	96%	93%	94%	94%

Q18-24 Thinking about when you voted - how satisfied or dissatisfied were you with...? [Base: \*\* Asked of voters. \*\*\* Asked of election day and early voting centre voters only]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

**Table 15 The voting experience – differences across gender and location**

	Total	Gender		Location	
		Male	Female	Metro	Non Metro
<b>Sample size</b>	<b>1,101</b>	<b>546</b>	<b>555</b>	<b>577</b>	<b>524</b>
The assistance provided by the electoral staff**	91%	93%	90%	92%	91%
The Australian Electoral Commission information assisting you to vote**	87%	88%	86%	87%	87%
The length of time you had to wait to vote***	91%	92%	90%	88%	93%
How easy it was to find and mark your name off the list***	93%	93%	94%	93%	94%
How quick it was to find and mark your name off the list***	94%	93%	95%	93%	95%
Your overall voting experience**	94%	94%	94%	<b>95% ↑</b>	92%

Q18-24 Thinking about when you voted - how satisfied or dissatisfied were you with...? [Base: \*\* Asked of voters. \*\*\* Asked of election day and early voting centre voters only]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

While the percentage either 'very' or 'fairly' satisfied with the overall voting experience increased significantly between 2016 and 2019 (from 87% to 94%), the percentage 'very' satisfied increased even more so (from 50% to 65%).

In addition, the level of dissatisfaction decreased significantly from 8% to 4%.

**Table 16 Overall satisfaction with the voting experience – 2013 vs. 2016 vs, 2019**

	2013 CATI**	2016 CATI	2019 CATI	
<b>Sample size</b>	<b>974</b>	<b>1,084</b>	<b>1,079</b>	
Very satisfied	63%	50%	65%	94%↑
Fairly satisfied	30%	37%	28%	
Neither satisfied nor dissatisfied	5%	5%	2%	
Fairly dissatisfied	2%	4%	2%	4%↓
Very dissatisfied	1%	4%	3%	

Q24 How satisfied or dissatisfied were you with your overall voting experience? [Base: voters]

\*Blue/red arrows indicate significantly higher/lower in 2019 than in 2016 at the 95% confidence interval.

## 9.0 Voter opinions of the AEC

Respondents were asked several questions that illustrated their opinions of the AEC.

Overall, respondents had a positive view of the AEC, with 90% agreeing the AEC conducts the federal election fairly and 90% being confident that their personal information and privacy was kept safe and secure during the voting process. These views were very similar to those held in the 2016 Voter Survey.

Notably, there was a significant rise in the percentage that was confident in the AEC's ability to deliver electoral services at this federal election (to 89%, from 85% during the 2016 Voter Survey). After declining in the 2016 survey, confidence in the AEC's ability to deliver electoral services has returned to levels similar to those experienced in 2013.

The lift in confidence in the AEC's ability to deliver electoral services at this federal election coincided with a significant lift in satisfaction in respondents' overall voting experience, and a particularly strong lift in satisfaction with 'the length of time you had to wait to vote'.

Table 17 Opinions of the AEC

Confidence	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>974</b>	<b>1,084</b>	<b>1,079</b>
Percentage <b>very/fairly confident</b> in the AEC's ability to deliver electoral services at this federal election	91%	85%	<b>89% ↑</b>
Percentage <b>tend to/strongly agree</b> the AEC conducted the 2019 federal election fairly and impartially	89%	90%	90%
Percentage <b>very/fairly confident</b> their personal information/ privacy kept safe/secure through voting process	91%	91%	90%

Q15 Overall, how confident are you in the Australian Electoral Commission's ability to deliver electoral services at this Federal election? Q16 Overall, do you agree or disagree that the Australian Electoral Commission conducts the Federal Election fairly and impartially? Q25 Overall, how confident are you that your personal information and privacy was kept safe and secure [Base: voters]

\*Blue arrows indicate significantly higher in 2019 than in 2016 at the 95% confidence interval.



Voter opinions of the AEC were largely similar across demographics as indicated in the tables below.

**Table 18 Opinions of the AEC by age and CALD status**

	Total	Age		Language	
		18-24	25+	CALD	Non-CALD
<b>Sample Size</b>	<b>1079</b>	<b>84</b>	<b>995</b>	<b>168</b>	<b>911</b>
Percentage <b>very/fairly confident</b> in the AEC's ability to deliver electoral services at this federal election	89%	90%	89%	91%	89%
Percentage <b>tend to/strongly agree</b> the AEC conducts the 2019 federal election fairly and impartially	90%	89%	90%	93%	89%
Percentage <b>very/fairly confident</b> their personal information/ privacy kept safe/secure through voting process	90%	92%	90%	87%	91%

Q15 Overall, how confident are you in the Australian Electoral Commission's ability to deliver electoral services at this Federal election? Q16 Overall, do you agree or disagree that the Australian Electoral Commission conducts the Federal Election fairly and impartially? Q25 Overall, how confident are you that your personal information and privacy was kept safe and secure through the voting process? [Base: voters]

**Table 19 Opinions of the AEC by gender and location**

	Total	Gender		Location	
		Male	Female	Metro	Non-Metro
<b>Sample Size</b>	<b>1079</b>	<b>532</b>	<b>547</b>	<b>563</b>	<b>516</b>
Percentage <b>very/fairly confident</b> in the AEC's ability to deliver electoral services at this federal election	89%	89%	89%	90%	89%
Percentage <b>tend to/strongly agree</b> the AEC conducts the 2016 federal election fairly and impartially	90%	91%	89%	91%	89%
Percentage <b>very/fairly confident</b> their personal information/ privacy kept safe/secure through voting process	90%	91%	90%	91%	90%

Q15 Overall, how confident are you in the Australian Electoral Commission's ability to deliver electoral services at this Federal election? Q16 Overall, do you agree or disagree that the Australian Electoral Commission conducts the Federal Election fairly and impartially? Q25 Overall, how confident are you that your personal information and privacy was kept safe and secure through the voting process? [Base: voters]

Voter opinions of the AEC differed substantially depending on their level of satisfaction with their overall voting experience. As the table below indicates, those satisfied with their overall voting experience had higher opinions of the AEC.

Dissatisfaction with the voting experience may have impacted more on perceptions of the AEC's ability to deliver electoral services rather than on perceptions of the AEC conducting the election fairly or keeping personal information safe through the voting process (i.e. dissatisfaction with the voting experience may have a greater impact on perceptions of competence rather than integrity).

For example, amongst those dissatisfied with the overall experience only 42% were confident in the AEC's ability to deliver electoral services, but 60% agreed the AEC conducts the federal election fairly and impartially, and 73% were confident their personal information and privacy would be kept safe through the voting process.

These findings were very similar to those from the 2016 survey.

**Table 20 Opinions of the AEC by overall voting experience**

	Total	Overall Voting Experience	
		Satisfied	Dissatisfied
<b>Sample Size</b>	<b>1,079</b>	<b>1,006</b>	<b>49</b>
Percentage <b>very/fairly confident</b> in the AEC's ability to deliver electoral services at this federal election	89%	<b>92%↑</b>	42%
Percentage <b>tend to/strongly agree</b> the AEC conducts the 2016 federal election fairly and impartially	90%	<b>91%↑</b>	60%
Percentage <b>very/fairly confident</b> their personal information/ privacy kept safe/secure through voting process	90%	<b>91%↑</b>	73%

Q15 Overall, how confident are you in the Australian Electoral Commission's ability to deliver electoral services at this Federal election? Q16 Overall, do you agree or disagree that the Australian Electoral Commission conducts the Federal Election fairly and impartially? Q25 Overall, how confident are you that your personal information and privacy was kept safe and secure through the voting process? [Base: voters]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

## 10.0 Confidence in vote being counted as you intend

Respondents were asked whether they believed their vote would be counted as they intend. The large majority (90%) were confident this would be the case. This result was very similar to that from 2016 (89%).

Those aged 25 and over were more likely to be confident their votes would be counted as intended (91% vs. 84% amongst those aged 18-24) as were those in metro locations (93% vs. 87% amongst those in non-metro locations), and those who have completed a university education (93% vs. 87% amongst those who have not completed a university education). There were no significant differences in results by gender or by CALD status.

**Table 21** Confidence in vote being counted as intended

	Total	Age		Location		Education		
		18-24	25+	Metro	Non Metro	Uni	TAFE	Secondary
<b>Sample Size</b>	<b>1,079</b>	<b>84</b>	<b>995</b>	<b>563</b>	<b>516</b>	<b>518</b>	<b>213</b>	<b>313</b>
Percentage very/fairly confident that your vote will be counted as you intend	90%	84%	91%↑	93%↑	87%	93%↑	85%	89%

Q17 Overall, how confident are you that your votes are counted as you intend? [Base: voters]

\*Blue arrows indicate significantly higher than the comparison column at the 95% confidence interval.

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## APPENDIX 1

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### Demographic Profile

# Australian Electoral Commission

## 2019 Voter Survey Demographic Profile

Table 1 Gender

	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
Male	49%	49%	49%
Female	51%	51%	51%

Q Recorded gender of respondent

2013 CATI (weighted) 2016 CATI (weighted) 2019 CATI (weighted)

Base: All

Table 2 Age

	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
18-20	6%	7%	4%
21-24	6%	6%	9%
25-35	18%	19%	20%
36-45	19%	14%	17%
46-54	18%	14%	15%
55+	33%	38%	34%

Q Could you please tell me your approximate age?

2013 CATI (weighted) 2016 CATI (weighted) 2019 CATI (weighted)

Base: All

**Table 3 Highest educational attainment**

	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
No formal education	0%	0%	<1%
Primary school	3%	5%	2%
Secondary school	35%	29%	28%
Technical college (TAFE)	28%	22%	20%
University	34%	44%	49%
Prefer not to say/refuses	1%	<1%	1%

Q What is the highest level of education that you have completed?

2013 CATI (weighted) 2016 CATI (weighted) 2019 CATI (weighted)

Base: All

**Table 4 Work status**

	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
Full-time	39%	45%	47%
Part-time	13%	16%	13%
Casual	8%	7%	9%
Unemployed	9%	7%	7%
Retired	21%	20%	19%
Home duties	9%	4%	4%
Prefer not to say/refused	0%	<1%	1%

Q What is your work status?

2013 CATI (weighted) 2016 CATI (weighted) 2019 CATI (weighted)

Base: All

**Table 5** Language other than English spoken at home

	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
Yes	15%	20%	17%
No	85%	80%	83%

Q Is any language other than English spoken in your household?

2013 CATI (weighted) 2016 CATI (weighted) 2019 CATI (weighted)

Base: All

**Table 6** Aboriginal or Torres Strait Islander origin

	2013 CATI	2016 CATI	2019 CATI
<b>Sample Size</b>	<b>1,004</b>	<b>1,101</b>	<b>1,101</b>
Yes	2%	2%	4%
No	98%	98%	96%

Q Do you consider yourself to be an Aboriginal or Torres Strait Islander?

2013 CATI (weighted) 2016 CATI (weighted) 2019 CATI (weighted)

Base: All

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## APPENDIX 2

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### Voter Survey Questionnaire



# Australian Electoral Commission 2019 Voter Survey Questionnaire

## Questionnaire

Good morning/afternoon/evening I'm (name) from Wallis Market and Social Research a wholly owned and operated Australian company based in Melbourne.

We are conducting a research project on behalf of an Australian government agency on voting experiences during the recent election. Wallis works within the Australian Privacy Act. The survey takes an average of 7 minutes.

### FIXED LINE SAMPLE:

Are there any 18-24 year olds in your household?

**IF YES** – ask to speak to this person, OR schedule a call-back for an 18-24 year old if not available.

**IF NO** – 18-24 year olds in the household (or 18-24 yr old(s) unwilling), then select via next birthday selection: May I please speak to the person aged 18 years or over in the household who has the next birthday, regardless of their age?

**IF SELECTED PERSON IS NOT AVAILABLE, ARRANGE A SUITABLE TIME TO CALL-BACK. RECORD FIRST NAME AND DETAILS FOR CALL BACK.**

**IF SELECTED PERSON IS AWAY FOR THE DURATION OF THE SURVEY OR SELECTED PERSON REFUSES, ASK FOR THE NEXT PERSON IN THE HOUSEHOLD TO HAVE A BIRTHDAY.**

**REPEAT INTRODUCTION IF THE PERSON YOU ARE SPEAKING TO CHANGES.**

### MOBILE SAMPLE:

#### MOBILE CHECK

#### IF CALLING A MOBILE NUMBER:

To be eligible you need to be aged 18 years or over. I realise I am calling you on your mobile. Is it safe for you to speak now? Can I confirm you are not driving?

(IF DRIVING OR NOT SAFE: I am happy to call you back when it is more convenient for you).

IF NOT SAFE TO TAKE CALL, SELECT CODE 42

#### WHEN SPEAKING TO SELECTED RESPONDENT:

**If you choose to participate, the information and opinions you provide will be used only for research purposes and will remain completely confidential.**

**IF NECESSARY:** This research is being conducted on behalf of an Australian government agency. It will become clear later in the survey which agency this is, and we will also tell you at the end of the survey. Phone numbers were randomly generated based on known number ranges. The company who provided the number is called SamplePages.

**IF QUERIED ABOUT BONA FIDES OF RESEARCH:** I can provide the names of organisations that will verify the legitimate nature of this research project. The first is the Australian Market and Social Research Society enquiry line on 1300 36 4832. The second is Wallis Market and Social Research on 1800 113 444.

01	CONTINUE	
41	Make appointment	MAKE APPOINTMENT
42	MOBILE – not safe to take call	MAKE APPOINTMENT
52	Respondent Refusal (mobile or landline)	TERMINATE
10	Household refusal (landline)	TERMINATE
11	Language difficulties	TERMINATE
71	Physically unable to take part in the survey	TERMINATE
81	Call back on another number	MAKE APPOINTMENT
91	Refused – add to do not call list	TERMINATE
04	Respondent not available in survey period	TERMINATE
75	Aged under 18 years	TERMINATE
05	Business number	TERMINATE
30	Not an Australian citizen	TERMINATE

#### IF CALLING A MOBILE NUMBER AND NOT SAFE TO TAKE CALL:

MOB\_APPT: Do you want me to call you back on this number or would you prefer I call back on another number?

DO NOT READ OUT

- 01 This number (ARRANGE CALL BACK)
- 02 Alternative number (RECORD ALTERNATE NUMBER AND ARRANGE CALL BACK)

#### MONITORING QUESTION

M1 This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.

DO NOT READ OUT

- 01 Monitoring allowed
- 02 Monitoring NOT allowed

#### DEMOGRAPHIC SCREENERS

Q1 Record gender of respondent:

DO NOT READ OUT

- 01 Male
- 02 Female

Q1b In which state or territory do you live?

DO NOT READ OUT

SINGLE RESPONSE

- 01 NSW
- 02 VIC
- 03 QLD
- 04 SA
- 05 WA
- 06 TAS
- 07 ACT
- 08 NT

- Q2 And could you tell me your postcode please?  
RECORD POSTCODE
- Q3 Could you please tell me your approximate age?  
PROMPT IF NECESSARY
- |    |                   |       |
|----|-------------------|-------|
| 01 | 17 years or under | CLOSE |
| 02 | 18-20 years       |       |
| 03 | 21-24 years       |       |
| 04 | 25-35 years       |       |
| 05 | 36-45 years       |       |
| 06 | 46-54 years       |       |
| 07 | 55+ years         |       |
| 98 | Prefer not to say | CLOSE |
- Q4 Are you currently an Australian citizen?  
DO NOT READ OUT
- |    |                   |          |
|----|-------------------|----------|
| 01 | Yes               | GO TO Q5 |
| 02 | No                | CLOSE    |
| 98 | Prefer not to say | CLOSE    |

### SECTION A: VOTE SCREENING

#### ASK ALL AUSTRALIAN CITIZENS, CODE 1 AT Q4

- Q5 Have you cast a vote in this Federal Election?
- DO NOT READ OUT
- |    |     |          |
|----|-----|----------|
| 01 | Yes | GO TO Q7 |
| 02 | No  | GO TO Q6 |

#### ASK ALL WHO HAVE NOT VOTED, CODE 2 AT Q5

- Q6 Why is that?
- PROMPT: Anything else?
- DO NOT READ OUT
- MULTICODE OK**
- |    |   |
|----|---|
| 01 | I am not interested in voting                   |
| 02 | My vote won't make a difference                 |
| 03 | When I went to vote, I found I was not enrolled |
| 04 | I was travelling                                |
| 95 | Other (specify)                                 |
| 98 | Prefer not to say                               |

#### NON-VOTERS (CODE 2 AT Q5) GO TO DEMOGRAPHICS, Q26

### SECTION B: PRE-POLL

#### ASK ALL VOTERS, CODE 1 AT Q5

- Q7 Did you vote on Saturday [DATE OF FEDERAL ELECTION] at a polling place or beforehand at an early voting centre or by post?
- READ OUT
- |    |                                      |           |
|----|--------------------------------------|-----------|
| 01 | Saturday [DATE OF FEDERAL ELECTION]  | GO TO Q10 |
| 02 | Beforehand at an early voting centre | GO TO Q8  |
| 03 | Earlier by post                      | GO TO Q8  |

**ASK IF VOTED AT AN EARLY VOTING CENTRE OR BY POST, CODES 2 & 3 AT Q7**

Q8 Why did you vote early this election – rather than on Election Day, Saturday [DATE OF FEDERAL ELECTION]?

PROMPT: Anything else?

DO NOT READ OUT

**MULTICODE OK**

- 01 Travelling within state
- 02 Travelling interstate
- 03 Travelling overseas
- 04 Was not near a polling place
- 05 Ill, infirm or pregnant
- 06 Caring for someone who is ill, infirm or pregnant
- 07 Hospitalised
- 08 Religious beliefs
- 09 Silent elector, not on roll
- 10 Unable to leave work
- 11 More convenient (PROMPT FOR ANOTHER SPECIFIC REASON)
- 12 Very busy
- 95 Other (Specify)
- 98 Prefer not to say

Q9 If early voting had not been available, could you have voted on election day?

DO NOT READ OUT

- 01 Yes
- 02 No
- 99 Don't know

## SECTION C: VOTING EXPERIENCE

### ASK ALL VOTERS, CODE 1 AT Q5

Q10-12 Not counting Saturday's federal election, have you voted before in a...

DO NOT READ OUT

Q10. ...Federal election?

Q11. ...State election?

Q12. ...Local government election?

01 Yes, voted

02 No, did not vote

99 Can't remember/don't know

Now thinking about your voting experience at this Federal election...

Q13a Did you find the instructions provided on the green House of Representatives ballot paper easy or difficult to understand?

PROMPT IF NECESSARY

01 Easy

02 Difficult

03 Didn't read them

Q13b What, if anything, did you use to assist you in filling out your green coloured House of Representatives ballot paper this election?

DO NOT READ OUT, PROMPT: Anything else?

#### MULTICODE OK

01 The how to vote practice tool on the AEC website

02 Information from a website other than the AEC

03 A how to vote card given to you by a party representative

05 Advice from a polling official

06 Advice from a friend or family member or carer

07 The instructions on the ballot paper

08 TV ads you had seen earlier showing how to vote correctly

09 Newspaper ads you had seen earlier demonstrating how to vote correctly

10 Information in the "Official Guide" you received at home

11 Workshops or other community education activities

12 Posters in the polling place

16 Translated material on the AEC website

13 Translated material available at the polling place

14 The AEC telephone enquiry line/interpreter service

15 Information received in the mail from parties/candidates

95 Other (Specify)

99 Don't know/can't remember

97 Nothing

Q14a And did you find the instructions provided on the white Senate ballot paper easy or difficult to understand?

PROMPT IF NECESSARY

01 Easy

02 Difficult

03 Didn't read them

Q14b What, if anything, did you use to assist you in filling out your white Senate ballot paper this election?

DO NOT READ OUT, PROMPT: Anything else?

**MULTICODE OK**

- 01 The how to vote practice tool on the AEC website
- 02 Information from a website other than the AEC
- 03 A how to vote card given to you by a party representative
- 05 Advice from a polling official
- 06 Advice from a friend or family member or carer
- 07 The instructions on the ballot paper
- 08 TV ads you had seen earlier showing how to vote correctly
- 09 Newspaper ads you had seen earlier demonstrating how to vote correctly
- 10 Information in the "Official Guide" you received at home
- 11 Workshops or other community education activities
- 12 Posters in the polling place
- 16 Translated material on the AEC website
- 13 Translated material available at the polling place
- 14 The AEC telephone enquiry line/interpreter service
- 15 Information received in the mail from parties/candidates
- 95 Other (Specify)
- 99 Don't know/can't remember
- 97 Nothing

Q15 Overall, how confident are you in the Australian Electoral Commission's ability to deliver electoral services at this Federal election?

Are you:

READ OUT

- 01 Very confident
- 02 Fairly confident
- 03 Not very confident
- 04 Not at all confident
- 99 (DO NOT READ) Don't know

Q16 Overall, do you agree or disagree that the Australian Electoral Commission conducts the Federal Election fairly and impartially?

IF AGREE/DISAGREE: Is that strongly or tend to agree/disagree?

DO NOT READ OUT

- 01 Strongly agree
- 02 Tend to agree
- 03 Neither agree nor disagree
- 04 Tend to disagree
- 05 Strongly disagree
- 99 (DO NOT READ) Don't know

Q17 Overall, how confident are you that your votes are counted as you intend? Are you:

READ OUT

- 01 Very confident
- 02 Fairly confident
- 03 Not very confident
- 04 Not at all confident
- 99 (DO NOT READ) Don't know

Q18-24 Thinking about when you voted - how satisfied or dissatisfied were you with...?

DO NOT READ OUT. IF SATISFIED/DISSATISFIED: Is that very or fairly satisfied/dissatisfied?

ASK STATEMENTS Q18/Q19 FIRST, ALTERNATING ORDER OF STATEMENTS

IF Q20-Q22 APPLY, ROTATE ORDER OF STATEMENTS Q20-Q22

ASK Q24 LAST

ASK Q18 & Q19 OF ALL VOTERS

Q18. The assistance provided by the electoral staff

Q19. The Australian Electoral Commission information assisting you to vote

ASK Q20-Q22 IF ELECTION DAY AND EARLY VOTING CENTRE VOTERS (CODES 1 & 2 AT Q7)

Q20. The length of time you had to wait to vote

Q21. How **easy** it was to find and mark your name off the list

Q22. How **quick** it was to find and mark your name off the list

ASK Q24 OF ALL VOTERS

Q24. Your overall voting experience

- 01 Very satisfied
- 02 Fairly satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Fairly dissatisfied
- 05 Very dissatisfied
- 99 (DO NOT READ) Don't know

#### ASK ALL VOTERS

Q25 Overall, how confident are you that your personal information and privacy was kept safe and secure through the voting process? Are you:

- 01 Very confident
- 02 Fairly confident
- 03 Not very confident
- 04 Not at all confident
- 99 (DO NOT READ) Don't know

#### DEMOGRAPHICS

##### ASK ALL

Finally, I am now going to ask you a few questions to help ensure we are surveying a wide range of people in your area.

Q26 What is the highest level of education that you have completed?

READ OUT

- 01 No formal education
- 02 Primary school
- 03 Secondary school
- 04 Technical college (TAFE)
- 05 University
- 98 (DO NOT READ) Prefer not to say/refused

Q27 What is your work status?

READ OUT

- 01 Full-time
- 02 Part-time
- 03 Casual
- 04 Unemployed
- 05 Retired
- 06 Home duties
- 98 (DO NOT READ) Prefer not to say/refused

Q28 Do you consider yourself to be an Aboriginal or Torres Strait Islander?

DO NOT READ OUT

- 01 Yes
- 02 No

Q29 Is any language other than English spoken in your household?

DO NOT READ OUT

- 01 Yes
- 02 No

**GO TO Q30  
THANK AND CLOSE**

ASK IF CODE 1 AT Q29

Q30 What other languages are spoken?

DO NOT READ OUT

PROMPT: Anything else?

**MULTICODE OK**

- 01 An Indigenous Australian Language
- 02 Arabic
- 03 Assyrian
- 04 Bosnian
- 05 Cantonese
- 06 Creole
- 07 Croatian
- 08 Dinka
- 09 Dutch
- 10 Farsi
- 11 German
- 12 Greek
- 13 Hindi
- 14 Hungarian
- 15 Indonesian
- 16 Italian
- 17 Japanese
- 18 Korean
- 19 Khmer
- 20 Lao
- 21 Macedonian
- 22 Mandarin
- 23 Maltese
- 24 Persian
- 25 Polish
- 26 Portuguese



- 27 Russian
- 28 Serbian
- 29 Spanish
- 30 Sudanese
- 31 Tagalog
- 32 Thai
- 33 Torres Strait Islander
- 34 Turkish
- 35 Vietnamese
- 95 Other (specify)

**CLOSE**

Thank you very much for your time. Your views count and on behalf of the Australian Electoral Commission and Wallis Social and Market Research, I'm very glad you made them known. In case you missed it, my name is ..... from Wallis. The information you have provided cannot be linked to you personally in any way.

If you have any queries about this study you can look at our website [www.wallisgroup.com.au](http://www.wallisgroup.com.au). Alternatively, you can call Wallis on 1800 113 444.